

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Please leave your message for... Hi, this is James Queen. Would you please leave your name and number and a brief message? I'll get back to you as soon as I can. Thank you and have a good day. Good afternoon. This message is for James Queen. This is Chris with Benefits and a Card calling on behalf of Surge Staffing. Uh, you and I had spoken earlier regarding the, uh, cancellation of a, of, uh, benefits through a court order and seeing if it was possible to reinstate those benefits. Our back office has looked into it and determines that unfortunately court order benefits once canceled cannot be reinstated unless there is another court order, uh, that needs to be processed for it. Outside of that, uh, you would have to be eligible to enroll in a new benefits. Um, a review has been done and unfortunately, you are not in any sort of window to enroll in a new benefits. Uh, you would have to either experience a qualifying life event, which would be losing insurance benefits from another insurance company or wait until open enrollment, which Surge typically holds once a year in August. Outside of those windows, you are not eligible to enroll into benefits at this time. Uh, if you have any further questions, feel free to call us back. We could be reached at 800-497-4856. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Thank you and have a wonderful day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Please leave your message for...

Speaker speaker_2: Hi, this is James Queen. Would you please leave your name and number and a brief message? I'll get back to you as soon as I can. Thank you and have a good day.

Speaker speaker_3: Good afternoon. This message is for James Queen. This is Chris with Benefits and a Card calling on behalf of Surge Staffing. Uh, you and I had spoken earlier regarding the, uh, cancellation of a, of, uh, benefits through a court order and seeing if it was possible to reinstate those benefits. Our back office has looked into it and determines that unfortunately court order benefits once canceled cannot be reinstated unless there is another court order, uh, that needs to be processed for it. Outside of that, uh, you would have to be eligible to enroll in a new benefits. Um, a review has been done and unfortunately, you are not in any sort of window to enroll in a new benefits. Uh, you would have to either experience a qualifying life event, which would be losing insurance benefits from another insurance company or wait until open enrollment, which Surge typically holds once a year in August.

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