

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, yeah, my search gave me this number to call, to either opt in or decline benefits. Okay. Were you looking, uh, were you looking to opt in or opt out? Um, I'm thinking maybe opt in because I'm not sure how long I'm going to be in temporary. Okay. Um, what, uh, what's the last four of your Social so I can locate your file? 7440. And your first and last name? Sarah Brown. Thank you, Ms. Brown. Could you verify your address and your date of birth for me? Uh, 310 and 1/2 North Main Street, Findlay, Ohio 45840. Date of birth is 9/23/80. Thank you. Phone number we have is 419-689-3076? Yes. And email of sncarman80@gmail.com? Yes. Okay. Uh, so quick question. Our system only has a hire date, or hire date information on file from, looks like the end of 2022. Uh, have you been with them since then, or have you left them and come back? I've left and come back. It's just a temporary agency. Okay. No, I understand that. It's just that we, we just need to verify that because with that being, uh, with that being what our system is currently showing, doesn't show anything newer than 2022, um, it is not... Gotcha. It's, it's not automatically verifying any eligibility for you, um, as it's, it's using 2022 as when your 30 day deadline should have been. Um... Gotcha. So I'll have to send your file on over to our eligibility team to just verify your eligibility. Um, typically, that only takes about a day or two. Once I hear back from them, I can get back in touch with you, let you know if we're able to move forward with enrollment or not. In the meantime, what I can also do for you is I can email you an information packet that goes over the plans that Surge offers, uh, that lets you get an idea of what all is available, what's going to be covered, as well as how much is going to come out of your check every week for this insurance. Okay? All right, perfect. That was going to be my next question. All right then. So, uh, the, this information packet's going to be coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. And then, uh, like I said, one to two business days, you should hear back from me letting you know if we can move forward with enrollment or not. All right. Sounds good. Thank you so much. No problem. Thanks again for calling and have a wonderful day. You too. Bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Uh, yeah, my search gave me this number to call, to either opt in or decline benefits.

Speaker speaker_0: Okay. Were you looking, uh, were you looking to opt in or opt out?

Speaker speaker_1: Um, I'm thinking maybe opt in because I'm not sure how long I'm going to be in temporary.

Speaker speaker_0: Okay. Um, what, uh, what's the last four of your Social so I can locate your file?

Speaker speaker_1: 7440.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sarah Brown.

Speaker speaker_0: Thank you, Ms. Brown. Could you verify your address and your date of birth for me?

Speaker speaker_1: Uh, 310 and 1/2 North Main Street, Findlay, Ohio 45840. Date of birth is 9/23/80.

Speaker speaker_0: Thank you. Phone number we have is 419-689-3076?

Speaker speaker_1: Yes.

Speaker speaker_0: And email of sncarman80@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Uh, so quick question. Our system only has a hire date, or hire date information on file from, looks like the end of 2022. Uh, have you been with them since then, or have you left them and come back?

Speaker speaker_1: I've left and come back. It's just a temporary agency.

Speaker speaker_0: Okay. No, I understand that. It's just that we, we just need to verify that because with that being, uh, with that being what our system is currently showing, doesn't show anything newer than 2022, um, it is not...

Speaker speaker_1: Gotcha.

Speaker speaker_0: It's, it's not automatically verifying any eligibility for you, um, as it's, it's using 2022 as when your 30 day deadline should have been. Um...

Speaker speaker_1: Gotcha.

Speaker speaker_0: So I'll have to send your file on over to our eligibility team to just verify your eligibility. Um, typically, that only takes about a day or two. Once I hear back from them, I can get back in touch with you, let you know if we're able to move forward with enrollment or not. In the meantime, what I can also do for you is I can email you an information packet that goes over the plans that Surge offers, uh, that lets you get an idea of what all is available, what's going to be covered, as well as how much is going to come out of your check every week for this insurance. Okay?

Speaker speaker_1: All right, perfect. That was going to be my next question.

Speaker speaker_0: All right then. So, uh, the, this information packet's going to be coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. And then, uh, like I said, one to two business days, you should hear back from me letting you know if we can move forward with enrollment or not.

Speaker speaker_1: All right. Sounds good. Thank you so much.

Speaker speaker_0: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye now.