

Transcript: Chris Sofield

(deactivated)-5931037103177728-6697705945382912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... call the benefits on a car. This is Chris, how can I help you today? Yeah, first thing is here, um, Lakinda Thomas and I was calling about the benefits I got yesterday, but I, um, they called me about the, um, the insurance. Okay. Uh, what staffing company do you work with? Surge. Surge? Okay. Uh-huh. And the last four of your social? 95510. Okay. One moment. All right. And, uh, before I move forward, the text message that you got, was it something about, like, automatic enrollment or something along that line? Oh, hold on, let me see. It said, uh, "Provide benefits through Surge call benefit in a car." Okay, so- And it said automatic enrollment there. It, it did say automatic enrollment? No, sir. No? Okay. All right. So, it could just be, uh, something advising that if you wish to enroll into insurance benefits through Surge Staffing, um, then you ha- you may have the ability to, you may be eligible to do so. Um, let me pull- Okay. ... let me, uh, actually pull your file up and verify everything and we can check that. Uh, what, could you verify the, uh, your address and your date of birth for me please? 1720 South Beach Street, Greensboro, Alabama. 36744. Date of birth, 05-15-1984. Thank you. Phone on file we have is 334-507-1793, is that correct? Uh-huh. All right, one moment. Hmm. Okay, so our system shows, it looks like, uh, you did previously have coverage through Surge, um, from- Really? Yes. It looks like from an assignment back in, like, maybe, uh, the beginning of the year, around March I believe. Mm-hmm. Um, but that, that coverage rolled off because probably a gap in assignment. You had left, you had left your assignment and hadn't gotten one for a while from them. Mm-hmm. Um, now with that said, we do see here that, uh, there's a recent hire date on file from, uh, probably an assignment late October. Mm-hmm. Uh, but you would've only had 30 days from the date of the first check from that assignment to be able to enroll into anything. Uh, so with it being a little bit over that, you're not eligible to enroll into anything new, so I'm not sure how you got that text message that you got. Um, but we, we are able to reinstate the previous, uh preventative care plan that you had, if you wish to do so. Okay, and how much, uh, would that be? Uh, the preventative care plan is \$15.16 out of your check every week. How much? \$15.16. Okay. Okay. All right. All right. Did you want to, uh- Do I get a call? Do you want, do I, do it on the phone or, or go through, uh, office and do it? Uh, you would do that over the phone with, with us. Okay. Okay. That's fine. All right. Did you, did you want to reinstate that? Yeah. Okay. We'll go ahead and set that up. Um, that's gonna, it's gonna take about a week or two for it to process. Once everything processes, um, you should start seeing those deductions coming back out of your checks. Monday following that first- Okay. ... deduction is when the policy is reinstated. If you still have your old ID card it should just reactivate. I don't think I have it. I had to check and see, but I don't think I have it, no. Okay. If you don't have it, um, once you see the first deduction come out of your check give it until about Wednesday or Thursday of the following week, then give us a call and we should

be able to pull up a copy of it for you. Okay then. And I'll get, um, stop by the office and get my, um, check to, and I'll, um, look at it there. All right then. Was there anything else I could help you with? No, this is it. All right. Thanks again for calling and have a wonderful day. All right, you too. All right, bye now.

Conversation Format

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

Speaker speaker_1: ... call the benefits on a car. This is Chris, how can I help you today?

Speaker speaker_2: Yeah, first thing is here, um, Lakinda Thomas and I was calling about the benefits I got yesterday, but I, um, they called me about the, um, the insurance.

Speaker speaker_1: Okay. Uh, what staffing company do you work with?

Speaker speaker_2: Surge.

Speaker speaker_1: Surge? Okay.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 95510.

Speaker speaker_1: Okay. One moment. All right. And, uh, before I move forward, the text message that you got, was it something about, like, automatic enrollment or something along that line?

Speaker speaker_2: Oh, hold on, let me see. It said, uh, "Provide benefits through Surge call benefit in a car."

Speaker speaker_1: Okay, so-

Speaker speaker_2: And it said automatic enrollment there.

Speaker speaker_1: It, it did say automatic enrollment?

Speaker speaker_2: No, sir.

Speaker speaker_1: No? Okay. All right. So, it could just be, uh, something advising that if you wish to enroll into insurance benefits through Surge Staffing, um, then you ha- you may have the ability to, you may be eligible to do so. Um, let me pull-

Speaker speaker_2: Okay.

Speaker speaker_1: ... let me, uh, actually pull your file up and verify everything and we can check that. Uh, what, could you verify the, uh, your address and your date of birth for me please?

Speaker speaker_2: 1720 South Beach Street, Greensboro, Alabama. 36744. Date of birth, 05-15-1984.

Speaker speaker_1: Thank you. Phone on file we have is 334-507-1793, is that correct?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: All right, one moment. Hmm. Okay, so our system shows, it looks like, uh, you did previously have coverage through Surge, um, from-

Speaker speaker_2: Really?

Speaker speaker_1: Yes. It looks like from an assignment back in, like, maybe, uh, the beginning of the year, around March I believe.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, but that, that coverage rolled off because probably a gap in assignment. You had left, you had left your assignment and hadn't gotten one for a while from them.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, now with that said, we do see here that, uh, there's a recent hire date on file from, uh, probably an assignment late October.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Uh, but you would've only had 30 days from the date of the first check from that assignment to be able to enroll into anything. Uh, so with it being a little bit over that, you're not eligible to enroll into anything new, so I'm not sure how you got that text message that you got. Um, but we, we are able to reinstate the previous, uh preventative care plan that you had, if you wish to do so.

Speaker speaker_2: Okay, and how much, uh, would that be?

Speaker speaker_1: Uh, the preventative care plan is \$15.16 out of your check every week.

Speaker speaker_2: How much?

Speaker speaker_1: \$15.16.

Speaker speaker_2: Okay. Okay. All right.

Speaker speaker_1: All right. Did you want to, uh-

Speaker speaker_2: Do I get a call? Do you want, do I, do it on the phone or, or go through, uh, office and do it?

Speaker speaker_1: Uh, you would do that over the phone with, with us.

Speaker speaker_2: Okay. Okay. That's fine.

Speaker speaker_1: All right. Did you, did you want to reinstate that?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. We'll go ahead and set that up. Um, that's gonna, it's gonna take about a week or two for it to process. Once everything processes, um, you should start seeing those deductions coming back out of your checks. Monday following that first-

Speaker speaker_2: Okay.

Speaker speaker_1: ... deduction is when the policy is reinstated. If you still have your old ID card it should just reactivate.

Speaker speaker_2: I don't think I have it. I had to check and see, but I don't think I have it, no.

Speaker speaker_1: Okay. If you don't have it, um, once you see the first deduction come out of your check give it until about Wednesday or Thursday of the following week, then give us a call and we should be able to pull up a copy of it for you.

Speaker speaker_2: Okay then. And I'll get, um, stop by the office and get my, um, check to, and I'll, um, look at it there.

Speaker speaker_1: All right then. Was there anything else I could help you with?

Speaker speaker_2: No, this is it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: All right, you too.

Speaker speaker_1: All right, bye now.