

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yeah, uh, I've been, uh, working for Surge Staffing for about a month, and they told me to, uh, give you guys a call if I hadn't received a card yet about getting some benefits through them. Okay, um, so Surge Staffing, what's the last four of your Social? 4131. And your first and last name? Matthew Wagner. All right. And for security purposes, can you verify your home address, including city, state and zip code, Matthew? Yeah, 1205 Mount Rushmore Way, Lexington, Kentucky 40515. And confirm your date of birth? 11/22/93. And your telephone number I have is 859-539-8483? Yes, sir. And the email I have is osiahbvnsks@gmail? Right. Okay, so let's see here. Now, quick question. Did you work with Surge Staffing in the past before? Uh, that they might've sent me to one job. It just didn't work out. They didn't have too much going on. I ended up finding something else. Okay, 'cause we have a hire date from 2022 and then 2025. Um, checking my audit tab, I do see you were enrolled back in 2022, but when you left, the coverage was terminated. And so when you came back, they didn't enroll you into it. So you're not currently enrolled- Uh-huh. ... into anything anymore. Yeah, about that. I didn't even work there that long at all, man. They sent me to a job that just didn't pay enough for me to make the drive. It was like 45 minutes away for like 14 an hour. I was like, "Yeah, this ain't gonna cut it." Totally understand. Um, but yes, sir. Like I said, they went ahead and auto-enrolled you back in 2022, and then the coverage terminated back in J- January of '23. Um, but yesterday they didn't re-enroll you into the medical plan when you came back, so you're not currently enrolled in anything right now. Okay, so I need to call them and get them to enroll me? Uh, I would ask them... I would at least ask them con- to confirm a hire date. 'Cause looking at it, we received back in January 30th of 2025. Um, so you should've been enrolled by now, but you weren't. Hmm. Yeah, so that's what I was waiting on. They were telling me that they automatically start taking 15 out my check and put me on benefits and stuff like that, and I went, "Okay, cool. You know, no problem." But I just never received a card or anything for it. That, that would make me... Totally understand. Um, so yes, sir. So I would just reach out to them to see what's going on. Okay, cool. Definitely, I got you, man. Awesome. Well, is there anything else I can help you out with today, Matthew? No, I didn't. I appreciate it. You're welcome. You have a great day, okay? All right, you too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yeah, uh, I've been, uh, working for Surge Staffing for about a month, and they told me to, uh, give you guys a call if I hadn't received a card yet about getting some benefits through them.

Speaker speaker_0: Okay, um, so Surge Staffing, what's the last four of your Social?

Speaker speaker_1: 4131.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Matthew Wagner.

Speaker speaker_0: All right. And for security purposes, can you verify your home address, including city, state and zip code, Matthew?

Speaker speaker_1: Yeah, 1205 Mount Rushmore Way, Lexington, Kentucky 40515.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/22/93.

Speaker speaker_0: And your telephone number I have is 859-539-8483?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is osiahbvnsks@gmail?

Speaker speaker_1: Right.

Speaker speaker_0: Okay, so let's see here. Now, quick question. Did you work with Surge Staffing in the past before?

Speaker speaker_1: Uh, that they might've sent me to one job. It just didn't work out. They didn't have too much going on. I ended up finding something else.

Speaker speaker_0: Okay, 'cause we have a hire date from 2022 and then 2025. Um, checking my audit tab, I do see you were enrolled back in 2022, but when you left, the coverage was terminated. And so when you came back, they didn't enroll you into it. So you're not currently enrolled-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... into anything anymore.

Speaker speaker_1: Yeah, about that. I didn't even work there that long at all, man. They sent me to a job that just didn't pay enough for me to make the drive. It was like 45 minutes away for like 14 an hour. I was like, "Yeah, this ain't gonna cut it."

Speaker speaker_0: Totally understand. Um, but yes, sir. Like I said, they went ahead and auto-enrolled you back in 2022, and then the coverage terminated back in J- January of '23. Um, but yesterday they didn't re-enroll you into the medical plan when you came back, so you're not currently enrolled in anything right now.

Speaker speaker_1: Okay, so I need to call them and get them to enroll me?

Speaker speaker_0: Uh, I would ask them... I would at least ask them con- to confirm a hire date. 'Cause looking at it, we received back in January 30th of 2025. Um, so you should've been enrolled by now, but you weren't.

Speaker speaker_1: Hmm. Yeah, so that's what I was waiting on. They were telling me that they automatically start taking 15 out my check and put me on benefits and stuff like that, and I went, "Okay, cool. You know, no problem." But I just never received a card or anything for it. That, that would make me...

Speaker speaker_0: Totally understand. Um, so yes, sir. So I would just reach out to them to see what's going on.

Speaker speaker_1: Okay, cool. Definitely, I got you, man.

Speaker speaker_0: Awesome. Well, is there anything else I can help you out with today, Matthew?

Speaker speaker_1: No, I didn't. I appreciate it.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: All right, you too.

Speaker speaker_0: All right, bye-bye.