

## Transcript: Justin

**Mills-5019165782228992-5417477425381376**

### Full Transcript

Thank you for calling Benefits and Records. This is Justin. How can I help you today? Hi. My name's Alejandro. I'm with Surge, Surge Staffing. Um, and I just wanna know... I, I unenrolled from the insurance, like, on August, um, but I, I want to re-enroll. I just wanna know when's the exact enrollment date or when does enrollment start? Um, for Surge Staffing, you said? Yeah. Let's see here. Let me check on that. Surge... 'Cause usually, I do know that Surge has their company open enrollment periods usually in August, um, so the last- Okay. ... open enrollment period they had was from August 12th to August 26th of 2024. So, I'm presuming sometime around that time this year. Um, however, if you really wanted to be enrolled, uh, you would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Okay. I see. All right. I just kinda wanna know when the enrollment thing, um, was gonna be taking place. I don't have any of those, uh, situations that you explained 'cause I- I'm by myself. Um, so but thank you for letting me know. You're welcome. You have a great day, okay? You too, as well. Bye bye. All right. Bye bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and Records. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. My name's Alejandro. I'm with Surge, Surge Staffing. Um, and I just wanna know... I, I unenrolled from the insurance, like, on August, um, but I, I want to re-enroll. I just wanna know when's the exact enrollment date or when does enrollment start?

Speaker speaker\_0: Um, for Surge Staffing, you said?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Let's see here. Let me check on that. Surge... 'Cause usually, I do know that Surge has their company open enrollment periods usually in August, um, so the last-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... open enrollment period they had was from August 12th to August 26th of 2024. So, I'm presuming sometime around that time this year. Um, however, if you really wanted to be enrolled, uh, you would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker\_1: Okay. I see. All right. I just kinda wanna know when the enrollment thing, um, was gonna be taking place. I don't have any of those, uh, situations that you explained 'cause I- I'm by myself. Um, so but thank you for letting me know.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too, as well. Bye bye.

Speaker speaker\_0: All right. Bye bye.