

Transcript: Justin

Mills-5230481810046976-4770885949636608

Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? I'm just trying to call to see if can I, can I apply for my work insurance through my, uh, from my work company? Yeah, let me check on that for you. What's that staffing agency you work for? Um, Surge Staffing. It's in, uh, Lanier, Alabama. Surge Staffing, what is four of your social? Um, 9246. And what were your first and last name? It's Latony Lovelace. Bless okay. And for security purposes, can you verify your home address, including city, state and zip code? It is 808 Florette Street, West Point, Georgia 31833. And confirm your date of birth? 6/29/87. And a good telephone number have a 706-883-1638? Uh, no. What's a good telephone number for you? It is, uh... One second. It is 334-476-5771. And just to confirm, 334-476-5771? Correct. Okay. Then the email I have is sherika95 at gmail? There we go. I know this, and I got another email. Okay. What's a good email for you? It's Latony Lovelace, my first name and my last name, full name, @gmail.com. Gmail, okay. And quick question, when did you start with Surge Staffing? Uh, I've been working with them for a minute on and off, but this time I've probably been working there probably like going on two months. Okay, so let's see. So we have a hire date from 2022 and then March 13th of 2025. So did you receive your first paycheck around March 13th? Yes. Okay. Um, so I do know that you had 30 days from that date to be enrolled in the benefits because that's considered your personal open enrollment period. So unfortunately, we are outside of that open enrollment period, um, so we wouldn't be able to enroll you right now unless you experienced a qualified life event which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or if you were in Surge Staffing- They told me I had to wait. They told me that I had to wait throughout the 30 days. No, sir. So they informed you they were gonna... Well, they should have informed you that, that 30 days is your personal open enrollment period, so you have 30 days from your first paycheck. Oh, 30 days, yeah, I know that. It would have been in your onboarding paperwork as well, all of the documents that you signed. Yeah. Well, it's in there now. Okay. Um, so unfortunately, we wouldn't be able to enroll you right now unless you experienced a qualified life event or if you're in Surge Staffing's next open enrollment period. Okay, thank you. Have a good day. Thank you. You as well. Okay.

Conversation Format

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

Speaker speaker_1: I'm just trying to call to see if can I, can I apply for my work insurance through my, uh, from my work company?

Speaker speaker_0: Yeah, let me check on that for you. What's that staffing agency you work for?

Speaker speaker_1: Um, Surge Staffing. It's in, uh, Lanier, Alabama.

Speaker speaker_0: Surge Staffing, what is four of your social?

Speaker speaker_1: Um, 9246.

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: It's Latony Lovelace.

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

Speaker speaker_1: It is 808 Florette Street, West Point, Georgia 31833.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 6/29/87.

Speaker speaker_0: And a good telephone number have a 706-883-1638?

Speaker speaker_1: Uh, no.

Speaker speaker_0: What's a good telephone number for you?

Speaker speaker_1: It is, uh... One second. It is 334-476-5771.

Speaker speaker_0: And just to confirm, 334-476-5771?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Then the email I have is sherika95 at gmail? There we go.

Speaker speaker_1: I know this, and I got another email.

Speaker speaker_0: Okay. What's a good email for you?

Speaker speaker_1: It's Latony Lovelace, my first name and my last name, full name, @gmail.com.

Speaker speaker_0: Gmail, okay. And quick question, when did you start with Surge Staffing?

Speaker speaker_1: Uh, I've been working with them for a minute on and off, but this time I've probably been working there probably like going on two months.

Speaker speaker_0: Okay, so let's see. So we have a hire date from 2022 and then March 13th of 2025. So did you receive your first paycheck around March 13th?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I do know that you had 30 days from that date to be enrolled in the benefits because that's considered your personal open enrollment period. So unfortunately, we are outside of that open enrollment period, um, so we wouldn't be able to enroll you right now unless you experienced a qualified life event which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or if you were in Surge Staffing-

Speaker speaker_1: They told me I had to wait. They told me that I had to wait throughout the 30 days.

Speaker speaker_0: No, sir. So they informed you they were gonna... Well, they should have informed you that, that 30 days is your personal open enrollment period, so you have 30 days from your first paycheck.

Speaker speaker_1: Oh, 30 days, yeah, I know that.

Speaker speaker_0: It would have been in your onboarding paperwork as well, all of the documents that you signed.

Speaker speaker_1: Yeah. Well, it's in there now.

Speaker speaker_0: Okay. Um, so unfortunately, we wouldn't be able to enroll you right now unless you experienced a qualified life event or if you're in Surge Staffing's next open enrollment period.

Speaker speaker_1: Okay, thank you. Have a good day.

Speaker speaker_0: Thank you. You as well.

Speaker speaker_1: Okay.