

## **Transcript: Justin**

**Mills-6060633255624704-5113973675442176**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, hey, my name's Brett Stephens. I work with Surge Staffing. Um, I'm trying to see about getting some health insurance started. Okay, so Surge Staffing, what's the last four of your social? Uh, 4740. You said Brett Stephens? Yes, sir. Okay. And for security purposes, can you verify your home address, including city, state and zip code? Uh, yeah, it's 302 Rehobeth Circle, Valley, Alabama 36854. Looks like I have a different address on file. Uh, is it of a..... address? Correct. Okay, I don't remember that address. I don't live there anymore though. I just d- haven't corrected that with Surge yet. Okay. Well, confirm your full social for me then. Okay. It's 424-55-4740. Okay. And what was the new address, so I can go ahead and update it in our system? Um, it's 302 Rehobeth Circle, R-E-H-O-B-E-T-H. And it's, uh, Valley, Alabama 36854. And confirm your date of birth. Uh, it's August 28th, 2003. And a good telephone number have is 334-843-9809. Uh, no, I got a new number. What's a good telephone number for you? Uh, 334-742-3259. And just to confirm, 334-742-3259? Yes, sir. And the email, I have a stephenspret75 at gmail? Uh, no, sir. I got a new email, too. All right. What's the email? Uh, it's brettstephens00 at gmail.com. Okay, so let's see here. Um, so when did you start with Surge Staffing? Uh, it's prob- it's been about seven or eight months now. Uh- Okay. Have you started a new assignment here lately or no? No, I've been at the same assignment the whole time. Okay. Um, 'cause looking at the hire date we received on you was back in May of 2024. Does that sound correct when you started this assignment? Uh, yeah, yes, that, that sounds about right. Okay. So I do know that you have 30 days from that date to be enrolled into benefits, 'cause that's considered your personal open enrollment period. Yeah. Um, it is now January, um, so we're outside of their, uh, that personal open enrollment period and company open enrollment period. So unfortunately, if you wanted to be enrolled right now, you would either 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, or medical surge happening. I have a kid on the way. Okay. Now, uh, is the child born? Not yet. The birth of a child. Still got nine months. Okay. Okay. So I gotta wait till I either get married or have a kid. Correct. Yes, sir. Okay. All right. Well, thank you. I appreciate it. You're welcome. You have a great day, okay? You too. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, hey, my name's Brett Stephens. I work with Surge Staffing. Um, I'm trying to see about getting some health insurance started.

Speaker speaker\_1: Okay, so Surge Staffing, what's the last four of your social?

Speaker speaker\_2: Uh, 4740.

Speaker speaker\_1: You said Brett Stephens?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_2: Uh, yeah, it's 302 Rehobeth Circle, Valley, Alabama 36854.

Speaker speaker\_1: Looks like I have a different address on file.

Speaker speaker\_2: Uh, is it of a..... address?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay, I don't remember that address. I don't live there anymore though. I just d- haven't corrected that with Surge yet.

Speaker speaker\_1: Okay. Well, confirm your full social for me then.

Speaker speaker\_2: Okay. It's 424-55-4740.

Speaker speaker\_1: Okay. And what was the new address, so I can go ahead and update it in our system?

Speaker speaker\_2: Um, it's 302 Rehobeth Circle, R-E-H-O-B-E-T-H. And it's, uh, Valley, Alabama 36854.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: Uh, it's August 28th, 2003.

Speaker speaker\_1: And a good telephone number have is 334-843-9809.

Speaker speaker\_2: Uh, no, I got a new number.

Speaker speaker\_1: What's a good telephone number for you?

Speaker speaker\_2: Uh, 334-742-3259.

Speaker speaker\_1: And just to confirm, 334-742-3259?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email, I have a stephenspret75 at gmail?

Speaker speaker\_2: Uh, no, sir. I got a new email, too.

Speaker speaker\_1: All right. What's the email?

Speaker speaker\_2: Uh, it's brettstephens00 at gmail.com.

Speaker speaker\_1: Okay, so let's see here. Um, so when did you start with Surge Staffing?

Speaker speaker\_2: Uh, it's prob- it's been about seven or eight months now. Uh-

Speaker speaker\_1: Okay. Have you started a new assignment here lately or no?

Speaker speaker\_2: No, I've been at the same assignment the whole time.

Speaker speaker\_1: Okay. Um, 'cause looking at the hire date we received on you was back in May of 2024. Does that sound correct when you started this assignment?

Speaker speaker\_2: Uh, yeah, yes, that, that sounds about right.

Speaker speaker\_1: Okay. So I do know that you have 30 days from that date to be enrolled into benefits, 'cause that's considered your personal open enrollment period.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Um, it is now January, um, so we're outside of their, uh, that personal open enrollment period and company open enrollment period. So unfortunately, if you wanted to be enrolled right now, you would either 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, or medical surge happening.

Speaker speaker\_2: I have a kid on the way.

Speaker speaker\_1: Okay. Now, uh, is the child born?

Speaker speaker\_2: Not yet.

Speaker speaker\_1: The birth of a child.

Speaker speaker\_2: Still got nine months. Okay. Okay. So I gotta wait till I either get married or have a kid.

Speaker speaker\_1: Correct. Yes, sir.

Speaker speaker\_2: Okay. All right. Well, thank you. I appreciate it.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right, bye-bye.