

## **Transcript: Justin**

**Mills-6169437838557184-6696044097486848**

### **Full Transcript**

Thank you for calling Benefits and Insured, this is Justin. How can I help you today? Hey, Justin. I am trying to enroll... Um, I'm doing my onboarding for Surge Staffing- ... and I'm, I'm at the coverage area, and it's telling me that I'm not allowed to elect any coverage. Um, I could possibly get you enrolled over the phone. Let me check on that. So Surge Staffing you said? Yes. What's the last four of your Social? 8678. 678-67-, okay. And what was your first name, last name? Andrea Willingham. And for security purposes, could you verify your home address, including city, state and zip code, Andrea? 2119 Perry Lane, Pinehurst, Georgia 30013. And confirm your date of birth. April 30th, 1991. And a good telephone number has a 678-508-2430? Yes. And the email has andrewwillingham42@Yahoo? Yes. Okay, so let's see here. So I think I know the reason why it's not allowing you to enroll. Um, so there are multiple hire dates on the file, um, back from 2020 and 2021. Um, did you recently start with Surge Staffing here recently, you said? Well, I haven't started yet, but I'm doing an onboarding. Oh, okay, so Um, I, I have worked with Surge Staffing before, yes. Okay, so let's see. Okay, so that's why it's not allowing you to enroll, there's multiple hire dates. So what I have to do, let me email my back office, have them confirm eligibility for you. Okay. And then once I do receive word back, I'll give you a call back. Okay. Okay, but is that 678-508-2430 a good call back number for you? Yes. Okay, so like I said, once I receive word back from my back office regarding that eligibility review, I'll give you a call back. Okay, Andrea? Okay. Awesome. Well, you have a wonderful day, all right? You too. All right, bye-bye. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, Justin. I am trying to enroll... Um, I'm doing my onboarding for Surge Staffing- ... and I'm, I'm at the coverage area, and it's telling me that I'm not allowed to elect any coverage.

Speaker speaker\_0: Um, I could possibly get you enrolled over the phone. Let me check on that. So Surge Staffing you said?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 8678.

Speaker speaker\_0: 678-67-, okay. And what was your first name, last name?

Speaker speaker\_1: Andrea Willingham.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Andrea?

Speaker speaker\_1: 2119 Perry Lane, Pinehurst, Georgia 30013.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: April 30th, 1991.

Speaker speaker\_0: And a good telephone number has a 678-508-2430?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email has andrewwillingham42@Yahoo?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. So I think I know the reason why it's not allowing you to enroll. Um, so there are multiple hire dates on the file, um, back from 2020 and 2021. Um, did you recently start with Surge Staffing here recently, you said?

Speaker speaker\_1: Well, I haven't started yet, but I'm doing an onboarding.

Speaker speaker\_0: Oh, okay, so

Speaker speaker\_1: Um, I, I have worked with Surge Staffing before, yes.

Speaker speaker\_0: Okay, so let's see. Okay, so that's why it's not allowing you to enroll, there's multiple hire dates. So what I have to do, let me email my back office, have them confirm eligibility for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then once I do receive word back, I'll give you a call back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, but is that 678-508-2430 a good call back number for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so like I said, once I receive word back from my back office regarding that eligibility review, I'll give you a call back. Okay, Andrea?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, all right?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Bye-bye.