

Transcript: Justin

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Full Transcript

Calling Benefits 10 Card, this is Justin. How can I help you today? Hey, how you doing? This is Roger Cameron and I'm o-, calling filling out an application for Surge and they gave me this number to call because they said couldn't enroll, not allowed and please call this number. Okay, so you were wanting to enroll into their benefits? Mm-hmm. Okay, so Surge Staffing, um, you said you recently just started with them, correct? Yes. Okay, so in order for me to create a file in our system to enroll you into Surge's benefits I need your full Social. Okay, 259-41-4532. And just to confirm, 259-41-4532? Mm-hmm. Okay. And what was your first and last name? Roger Cameron. Let's see. All right, we pulled up here, and for security purposes can you verify your home address including city, state and zip code, Roger? Yes, 3924 0000 in 30240. That's wrong. May I have your date of birth? 8/14/81. And a good telephone number I have is 706-302-2945. Mm-hmm. And the email I have is rogercameron18 at gmail? Mm-hmm. Okay, and quick question. Did you work with Surge in the past before? Mm-hmm. Okay, so that's probably the reason why it's not allowing you to enroll online, uh, simply because there needs to be an eligibility review done on you. Um, so what I'll go ahead and do, I'll email my back office, have them do that eligibility review on you and then once I do receive word back from my back office I can give you a call back letting you know the response. Okay. Okay, but is that 302-2945 a good callback number for you? Mm-hmm. Okay, um, so once I do give you a call back, what were you interested in, in enrolling into? Um, for my employer something for me and my daughter. So 27 and 25? Okay. Let's see here. You stated 25 and 27, I'm sorry, but what were those for? The price range? Employee and plus a child was 27, 25, the VIP Standard. Okay. Employee plus child VIP Standard. Did you want to add anything else to that? Uh, dental and vision. Dental and vision? Okay. So let's see here. Um, so what I'll go ahead and do, I'll email my back office, have them do that eligibility review on you. Mm-hmm. And then once I do receive word back regarding you are eligible, I'll go ahead and process the enrollment for the VIP Standard, dental and vision for employer plus child. Okay? Okay. Okay. Now when I do call you back I will need, uh, dependent information like their Social and their date of birth. Um, but I will obtain that once I do receive word back from my back office. Okay? Okay. Okay. But other than that is there anything else I can assist you with today Roger until I receive word back? No, that'll be it. Awesome. Well, you have a wonderful day, okay? Okay, you too. Thank you. All right, bye. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Calling Benefits 10 Card, this is Justin. How can I help you today?

Speaker speaker_1: Hey, how you doing? This is Roger Cameron and I'm o-, calling filling out an application for Surge and they gave me this number to call because they said couldn't enroll, not allowed and please call this number.

Speaker speaker_0: Okay, so you were wanting to enroll into their benefits?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so Surge Staffing, um, you said you recently just started with them, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so in order for me to create a file in our system to enroll you into Surge's benefits I need your full Social.

Speaker speaker_1: Okay, 259-41-4532.

Speaker speaker_0: And just to confirm, 259-41-4532?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. And what was your first and last name?

Speaker speaker_1: Roger Cameron.

Speaker speaker_0: Let's see. All right, we pulled up here, and for security purposes can you verify your home address including city, state and zip code, Roger?

Speaker speaker_1: Yes, 3924 0000 in 30240.

Speaker speaker_2: That's wrong.

Speaker speaker_0: May I have your date of birth?

Speaker speaker_1: 8/14/81.

Speaker speaker_0: And a good telephone number I have is 706-302-2945.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the email I have is rogercameron18 at gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, and quick question. Did you work with Surge in the past before?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so that's probably the reason why it's not allowing you to enroll online, uh, simply because there needs to be an eligibility review done on you. Um, so what I'll go ahead and do, I'll email my back office, have them do that eligibility review on you and then once I do receive word back from my back office I can give you a call back letting you know the response.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, but is that 302-2945 a good callback number for you?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, um, so once I do give you a call back, what were you interested in, in enrolling into?

Speaker speaker_1: Um, for my employer something for me and my daughter.

Speaker speaker_0: So 27 and 25?

Speaker speaker_1: Okay. Let's see here.

Speaker speaker_0: You stated 25 and 27, I'm sorry, but what were those for? The price range?

Speaker speaker_1: Employee and plus a child was 27, 25, the VIP Standard.

Speaker speaker_0: Okay. Employee plus child VIP Standard. Did you want to add anything else to that?

Speaker speaker_1: Uh, dental and vision.

Speaker speaker_0: Dental and vision? Okay. So let's see here. Um, so what I'll go ahead and do, I'll email my back office, have them do that eligibility review on you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then once I do receive word back regarding you are eligible, I'll go ahead and process the enrollment for the VIP Standard, dental and vision for employer plus child. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Now when I do call you back I will need, uh, dependent information like their Social and their date of birth. Um, but I will obtain that once I do receive word back from my back office. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. But other than that is there anything else I can assist you with today Roger until I receive word back?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Okay, you too. Thank you.

Speaker speaker_0: All right, bye. You're welcome. Bye-bye.