

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, uh, my, um, uh, employer gave me this number to contact about, uh, my policy number, I think, my benefits number. I don't know. Okay. Um, what's the staffing agency you work for? Uh, Surge Staffing. And the last four of your Social? 2325. And what was your first and last name? Quentin Woods. And for security purposes, could you verify your home address, including city, state and ZIP code, Quentin? Uh, 195 Royal Road, uh, Indianapolis, Indiana, 46107. And your date of birth? 4/14/91. And a good telephone number I have is 317-936-0878. Yes, sir. And the email I have is quincywoods24 at gmail? Mm-hmm. Okay. Um, so looking at the file, it looks like you're not currently enrolled or anything. However, you're eligible to be enrolled, um, but I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck. Okay. Okay, so as of right now, there's no policy number to give out, because you haven't been enrolled into anything just yet. Um, they had me fill it out. I don't know why I'm not... So, what do I need to do to get enrolled? Um, well, if you remember your elections by any chance, I can get that process started for you. The... R-remember the what now? Your elections that you submitted, like what you wanted to be enrolled into through them? Uh, just regular medical and dental was all I r- uh, I saw. I mean, I filled it out. It was like a survey-type thing. Okay, so regular med- medical and dental, you said? Yeah, nothing current. Yeah. I'm just trying to be seen. Here. So, doing medical and dental for employee only would be \$21.80 per week. Do you authorize Surge Staffing to make the deduction for you? Mm-hmm. Yep. So, this pending enrollment process works. It will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$21.80 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Quentin, is there anything else I could help you out with today? No, sir. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right? You too. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yes, uh, my, um, uh, employer gave me this number to contact about, uh, my policy number, I think, my benefits number. I don't know.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 2325.

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

Speaker speaker_1: Quentin Woods.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and ZIP code, Quentin?

Speaker speaker_1: Uh, 195 Royal Road, uh, Indianapolis, Indiana, 46107.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 4/14/91.

Speaker speaker_0: And a good telephone number I have is 317-936-0878.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is quincywoods24 at gmail?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like you're not currently enrolled or anything. However, you're eligible to be enrolled, um, but I do know that Surge Staffing does automatically enroll their new hires into a medical plan, usually 30 days after their first paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, so as of right now, there's no policy number to give out, because you haven't been enrolled into anything just yet.

Speaker speaker_1: Um, they had me fill it out. I don't know why I'm not... So, what do I need to do to get enrolled?

Speaker speaker_0: Um, well, if you remember your elections by any chance, I can get that process started for you.

Speaker speaker_1: The... R- remember the what now?

Speaker speaker_0: Your elections that you submitted, like what you wanted to be enrolled into through them?

Speaker speaker_1: Uh, just regular medical and dental was all I r- uh, I saw. I mean, I filled it out. It was like a survey-type thing.

Speaker speaker_0: Okay, so regular med- medical and dental, you said?

Speaker speaker_1: Yeah, nothing current. Yeah. I'm just trying to be seen.

Speaker speaker_0: Here. So, doing medical and dental for employee only would be \$21.80 per week. Do you authorize Surge Staffing to make the deduction for you?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Yep. So, this pending enrollment process works. It will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$21.80 come off your paycheck, coverage begins the Monday we receive that deduction from Surge Staffing. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. But other than that, Quentin, is there anything else I could help you out with today?

Speaker speaker_1: No, sir.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, all right?

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: All right. Bye-bye.