

Transcript: Justin

Mills-6645703637942272-4627247921053696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, sir. I have an insurance through y'all, well, through Surge through y'all. Mm-hmm. And I have the, the, the MEC or whatever, and I wanna see if I can bump that up to the VIP standard. Yeah, let me check on that. Yeah. So Surge Staffing, what's the last four of your social? 7091. And what was your first and last name? Randall Scott. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Randall? It should be 1625 East Commerce Street, Greenville, Alabama 36037. And the birthdate is 4-8-85. And a good telephone number I have is 334-368-4261. That's it. And the email I have is rjrawlens@gmail. That's it. Okay, so let's see here. Um, quick question. When did you start with Surge Staffing? Uh, let's see. September 21st this year. Okay. And you received your first paycheck around October 3rd? Uh, at least. Okay. Um, so I do know that you had 30 days from that date to make changes or to enroll in the benefits, 'cause that's considered your personal open enrollment period. However, it is now December 10th, so we're outside of that personal open enrollment period. So unfortunately, I wouldn't be able to make any changes right now unless you experienced a qualified life event or if you were in Surge Staffing's next open enrollment period. Oh,..... Okay. All right. Thank you. You're welcome. You have a great day, okay?

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, sir. I have an insurance through y'all, well, through Surge through y'all.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I have the, the, the MEC or whatever, and I wanna see if I can bump that up to the VIP standard.

Speaker speaker_1: Yeah, let me check on that.

Speaker speaker_2: Yeah.

Speaker speaker_1: So Surge Staffing, what's the last four of your social?

Speaker speaker_2: 7091.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Randall Scott.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Randall?

Speaker speaker_2: It should be 1625 East Commerce Street, Greenville, Alabama 36037. And the birthdate is 4-8-85.

Speaker speaker_1: And a good telephone number I have is 334-368-4261.

Speaker speaker_2: That's it.

Speaker speaker_1: And the email I have is rjrawlens@gmail.

Speaker speaker_2: That's it.

Speaker speaker_1: Okay, so let's see here. Um, quick question. When did you start with Surge Staffing?

Speaker speaker_2: Uh, let's see. September 21st this year.

Speaker speaker_1: Okay. And you received your first paycheck around October 3rd?

Speaker speaker_2: Uh, at least.

Speaker speaker_1: Okay. Um, so I do know that you had 30 days from that date to make changes or to enroll in the benefits, 'cause that's considered your personal open enrollment period. However, it is now December 10th, so we're outside of that personal open enrollment period. So unfortunately, I wouldn't be able to make any changes right now unless you experienced a qualified life event or if you were in Surge Staffing's next open enrollment period.

Speaker speaker_2: Oh,..... Okay. All right. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?