

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi, uh, I'm calling about information on my health insurance through my job. Uh, they gave me this number for me to call you guys, get my policy number. All right. May I have the last four digits of the social and the staffing agency you work for? Uh, 5173, and the staffing agency is, uh, Surge Staffing. May I, um, your first and last name, sir? Philip Habel. Philip with a P-H, and then H-A-B-E-L. Thank you. Mr. Habel, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 1128 Central Avenue, Anderson, Indiana, 46016. And, uh, what was... Did you say my date of birth? Yes. Uh, October 30th, 2001. All right. So you haven't been auto-enrolled yet for your benefits. It usually happens the day after your first check. Yeah. I've, I got- Then the benefit takes time. Huh? I, I've gotten like four checks billed. Something like that. Four checks. I understand, but, um, the benefit does... It takes about two to three weeks to, to start. We have to, um, receive the first premium from your employer, and then that's how the benefits will start. But they're not active yet. Um, I mean, I, I've worked over there I think for like, um, over a month. I completely understand, but the benefits are not active yet. It takes... They do the auto-enrollment, and then after they do that, um, it takes about two weeks to three for the benefits to kick in. So, um, before they enroll you, the auto-enrollment, you work for a week pretty much, and then that's when the auto-enrollment happens. So, so there's no way to use it? It's not rolling yet. You, we... You're not enrolled yet, so there's no way you could use any benefits because there's no enrollment there. All right. I gotcha. Excuse me? I said, I said I got you, so I just gotta wait till that happens and I'm all good. Yes. All right, cool. Bye-bye. After the benefits are active, you will receive the ID card within seven to 10 days. All right. All right, thank you. All right. Thank you for giving us a call. Have a great rest of the day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, uh, I'm calling about information on my health insurance through my job. Uh, they gave me this number for me to call you guys, get my policy number.

Speaker speaker\_0: All right. May I have the last four digits of the social and the staffing agency you work for?

Speaker speaker\_1: Uh, 5173, and the staffing agency is, uh, Surge Staffing.

Speaker speaker\_0: May I, um, your first and last name, sir?

Speaker speaker\_1: Philip Habel. Philip with a P-H, and then H-A-B-E-L.

Speaker speaker\_0: Thank you. Mr. Habel, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: 1128 Central Avenue, Anderson, Indiana, 46016. And, uh, what was... Did you say my date of birth?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Uh, October 30th, 2001.

Speaker speaker\_0: All right. So you haven't been auto-enrolled yet for your benefits. It usually happens the day after your first check.

Speaker speaker\_1: Yeah. I've, I got-

Speaker speaker\_0: Then the benefit takes time. Huh?

Speaker speaker\_1: I, I've gotten like four checks billed. Something like that. Four checks.

Speaker speaker\_0: I understand, but, um, the benefit does... It takes about two to three weeks to, to start. We have to, um, receive the first premium from your employer, and then that's how the benefits will start. But they're not active yet.

Speaker speaker\_1: Um, I mean, I, I've worked over there I think for like, um, over a month.

Speaker speaker\_0: I completely understand, but the benefits are not active yet. It takes... They do the auto-enrollment, and then after they do that, um, it takes about two weeks to three for the benefits to kick in. So, um, before they enroll you, the auto-enrollment, you work for a week pretty much, and then that's when the auto-enrollment happens.

Speaker speaker\_1: So, so there's no way to use it?

Speaker speaker\_0: It's not rolling yet. You, we... You're not enrolled yet, so there's no way you could use any benefits because there's no enrollment there.

Speaker speaker\_1: All right. I gotcha. Excuse me? I said, I said I got you, so I just gotta wait till that happens and I'm all good.

Speaker speaker\_0: Yes.

Speaker speaker\_1: All right, cool.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_0: After the benefits are active, you will receive the ID card within seven to 10 days.

Speaker speaker\_1: All right. All right, thank you.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.