

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. I would like to sign up for insurance. Who do you work for? I work for Surge. May I have the last four digits of your Social, please? The last four? 8988. Your first and last name. Damon Slick. Hmm. Mr. Slick, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. My address is 105 Sands Drive in Hebron, Ohio 43025, and my date of birth is 12-28-1974. Thank you. We have a telephone number of 574-0975-8381? Yes. And your email is your first name last name@gmail.com? Yes. Mm-hmm. All right. So when did you start working for Surge? Um, I just... Um, I used to work for them about two years ago, um, but I just started back with Surge. Um, I'm on my job. This today was my second day, so two days. Okay. I just wanted to verify ■■ that you are eligible ■■ that rehire. Yeah. Yeah. Yesterday when I called, he said I wasn't el- eligible, but he was going to make an email because I haven't worked for Surge for two years. Okay. Yes. It said that- But he said- ... the eligibility. Yeah. He said that I was in, in the system. Yeah. We got the eligibility ■■ review. Okay. Cool. Uh-huh. All right. So do you know what would you like enrolled to? Pardon me? Hello? Do you know what plan would you like enrolled to? No. I don't know anything about the plans. Where can I find... I don't know where to look. Okay. So what we could do, since you have 30 days from your... 30 days from the first day you start working, I'm going to email you the benefit guide with all the prices and plans that they offer. Okay. Uh-huh. So you will go over them and choose the correct plan that will suit you better. Um- Okay. But the email will be coming from info at Benefits in a Car. Check your spam and junk mail. It might go there. And- Okay. ... keep in mind that you have 30 days from your first paycheck... No. Sorry. 30 days from the first day you started working to enroll. Okay. Okay. And we're here from 8:00 AM to 8:00 PM Eastern Time on Monday through Friday. Okay. And don't forget to check your spam and junk mail. All righty. I will do that. Okay. Thank you very much. Okay. Thank you for giving us a call. Have a great rest of the day, sir. You too. Mm-hmm. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I would like to sign up for insurance.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: I work for Surge.

Speaker speaker_1: May I have the last four digits of your Social, please?

Speaker speaker_2: The last four? 8988.

Speaker speaker_1: Your first and last name.

Speaker speaker_2: Damon Slick.

Speaker speaker_1: Hmm. Mr. Slick, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Okay. My address is 105 Sands Drive in Hebron, Ohio 43025, and my date of birth is 12-28-1974.

Speaker speaker_1: Thank you. We have a telephone number of 574-0975-8381?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is your first name last name@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Mm-hmm. All right. So when did you start working for Surge?

Speaker speaker_2: Um, I just... Um, I used to work for them about two years ago, um, but I just started back with Surge. Um, I'm on my job. This today was my second day, so two days.

Speaker speaker_1: Okay. I just wanted to verify ■■ that you are eligible ■■ that rehire.

Speaker speaker_2: Yeah. Yeah. Yesterday when I called, he said I wasn't el- eligible, but he was going to make an email because I haven't worked for Surge for two years.

Speaker speaker_1: Okay. Yes. It said that-

Speaker speaker_2: But he said-

Speaker speaker_1: ... the eligibility.

Speaker speaker_2: Yeah. He said that I was in, in the system.

Speaker speaker_1: Yeah. We got the eligibility ■■ review.

Speaker speaker_2: Okay. Cool.

Speaker speaker_1: Uh-huh. All right. So do you know what would you like enrolled to?

Speaker speaker_2: Pardon me? Hello?

Speaker speaker_1: Do you know what plan would you like enrolled to?

Speaker speaker_2: No. I don't know anything about the plans. Where can I find... I don't know where to look.

Speaker speaker_1: Okay. So what we could do, since you have 30 days from your... 30 days from the first day you start working, I'm going to email you the benefit guide with all the prices and plans that they offer.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh-huh. So you will go over them and choose the correct plan that will suit you better. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: But the email will be coming from info at Benefits in a Car. Check your spam and junk mail. It might go there. And-

Speaker speaker_2: Okay.

Speaker speaker_1: ... keep in mind that you have 30 days from your first paycheck... No. Sorry. 30 days from the first day you started working to enroll.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: And we're here from 8:00 AM to 8:00 PM Eastern Time on Monday through Friday.

Speaker speaker_2: Okay.

Speaker speaker_1: And don't forget to check your spam and junk mail.

Speaker speaker_2: All righty. I will do that.

Speaker speaker_1: Okay.

Speaker speaker_2: Thank you very much.

Speaker speaker_1: Okay. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_2: You too. Mm-hmm.

Speaker speaker_1: Bye-bye.