

## **Transcript: Sara**

**Marulanda-4824951204298752-5161246120165376**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Union Card. My name is Sarah. May I have your name, please? Franklin Turner. Hello. How may I help you? Ma'am, I did a, uh, I already finished the application and everything stuff, uh, that I have a niche ... everything stuff and I was just, uh, uh, uh, calling back for the second part that they, they sent me, but my niece helped me to, uh, do the application and everything ... ma'am. Okay. We are the healthcare administrators. We are not a staffing company. Okay. Is there a number that I need to call them? Because this is for Surge staff. Uh, well- That's what it is. ... Surge has too many, uh, different branches so we don't have that number. I'm sorry. Well, okay. I know this is supposed to be like in, in box three though. Um, okay. So, okay. I mean, the, the Surge Staffing has auto enrollment, so if you don't want to be on roll in 30 days on healthcare coverage and if you don't want them to start making deductions from your paycheck, I can go ahead and decline you. I think that they- Well, I didn't... Well, yeah, I didn't already did that. I didn't, I didn't get, I didn't, uh, I didn't get the, I didn't get the out-of-pocket, uh, insurance because I need to, I, I already have the insurance. You, you need to have insurance? No, I, I already have the insurance. I talked to you before, the lady- Okay, so you don't want it. What? Right. Yeah, I told her that I, I don't want right now. Okay. Let, let me help you with that because the only ones that can, uh, decline your auto enrollment is us. May I have the last four digits of your Social Security number to locate you on the system? 0678. Okay. And can you please repeat your name and last name for me? Franklin Turner. Okay. Okay, Mr. Turner. And I guess for security purposes, can you please verify your address and date of birth? 11209 Raleigh Crest Drive, Boxtton, Texas, zip code 75180, apartment 129. Okay. And, uh, your date of birth? June 5th, 1959. Phone number 214-242-7210? Yes, ma'am. I'm just calling for myself. And there is no- I'm sorry? Okay. And there is no email address here for us. Um, do you want to provide an email address or not? Well, I don't have one. Um, not right now. I told the lady. It's okay. It's okay. There is no problem about it. Okay. So, but you already declined enrollment on the 13th. You, you gave us a call on the 13th and you declined enrollment, so there is no need for another declination. You just decline one time. Okay. Well, hold on. I'm trying to, uh, get ahold of them, ma'am, because they haven't, uh, called me yet, though, uh, and I just need- Oh, okay. That's different. You would have to contact Surge directly. We're not Surge. Okay, then. Let me try to see if I can find the number. Okay. Okay. All right. Uh, thank you very much. You're more than welcome. Have a wonderful day, sir. Thank you. Uh-huh. Bye-bye now. Enjoy. Thank you. Uh-huh.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Union Card. My name is Sarah. May I have your name, please? Franklin Turner. Hello. How may I help you? Ma'am, I did a, uh, I already finished the application and everything stuff, uh, that I have a niche ... everything stuff and I was just, uh, uh, uh, calling back for the second part that they, they sent me, but my niece helped me to, uh, do the application and everything ... ma'am. Okay. We are the healthcare administrators. We are not a staffing company. Okay. Is there a number that I need to call them? Because this is for Surge staff. Uh, well- That's what it is. ... Surge has too many, uh, different branches so we don't have that number. I'm sorry. Well, okay. I know this is supposed to be like in, in box three though. Um, okay. So, okay. I mean, the, the Surge Staffing has auto enrollment, so if you don't want to be on roll in 30 days on healthcare coverage and if you don't want them to start making deductions from your paycheck, I can go ahead and decline you. I think that they- Well, I didn't... Well, yeah, I didn't already did that. I didn't, I didn't get, I didn't, uh, I didn't get the, I didn't get the out-of-pocket, uh, insurance because I need to, I, I already have the insurance. You, you need to have insurance? No, I, I already have the insurance. I talked to you before, the lady- Okay, so you don't want it. What? Right. Yeah, I told her that I, I don't want right now. Okay. Let, let me help you with that because the only ones that can, uh, decline your auto enrollment is us. May I have the last four digits of your Social Security number to locate you on the system? 0678. Okay. And can you please repeat your name and last name for me? Franklin Turner. Okay. Okay, Mr. Turner. And I guess for security purposes, can you please verify your address and date of birth? 11209 Raleigh Crest Drive, Boxtton, Texas, zip code 75180, apartment 129. Okay. And, uh, your date of birth? June 5th, 1959. Phone number 214-242-7210? Yes, ma'am. I'm just calling for myself. And there is no- I'm sorry? Okay. And there is no email address here for us. Um, do you want to provide an email address or not? Well, I don't have one. Um, not right now. I told the lady. It's okay. It's okay. There is no problem about it. Okay. So, but you already declined enrollment on the 13th. You, you gave us a call on the 13th and you declined enrollment, so there is no need for another declination. You just decline one time. Okay. Well, hold on. I'm trying to, uh, get ahold of them, ma'am, because they haven't, uh, called me yet, though, uh, and I just need- Oh, okay. That's different. You would have to contact Surge directly. We're not Surge. Okay, then. Let me try to see if I can find the number. Okay. Okay. All right. Uh, thank you very much. You're more than welcome. Have a wonderful day, sir. Thank you. Uh-huh. Bye-bye now. Enjoy. Thank you. Uh-huh.