

Transcript: Sara

Marulanda-4839233184284672-5208806530170880

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name, please? Um, Buron Watson. Hello. B-U-R-O-N. Hello, Mr. Watson. How may I help you? Yeah, I just wanted to check and make sure I signed up for the insurance. I know it takes 30 days to kick in. I just wanted to make sure I signed up. Let me check that for you. Um, may I have, may I have the name of the temporary agency that you are working with, and the last four of your Social? Surge. Okay. And it's 6164. Okay, um, what is your first name, again? B-U-R-O-N. N. Okay. Uh, Mr. Buron Watson, and just for security purposes, can you please verify your address and date of birth? 3097 County Road 843 Dawso- Dawson, Alabama. And you said date of birth? Yes, sir, please. Uh, 1/30/97. And is your email C-E-A-U Watson15@gmail.com? Yes, it is. And is your phone number 973-7594? Yes. Thank you very much. And how did you enroll on your benefits? I think on the computer at Surge, but I wanted to check and make sure that I did enroll or, or if I need to. Well, um, there was some demographic updates on the system, but there was no enrollment at all. So what that means is that you have not enrolled, uh, on any benefits. Okay. Um, okay, this is the thing. We have two hire dates here in the system for you. Um, I need to send an eligibility review for they to update the system with the new hire date, and for me to enroll you. With those two different hire dates, I cannot enroll you. Um, I can ... Well, one of 'em, one of 'em's from years ago, so that's obviously not my hire date. I- Yes, but the system, the system does not allow me to, to do anything without, uh, the correct hire date. Okay. So I have to wait for them to update it on the system. This is the thing. Um, it is 6:00 PM. I cannot promise you then they will, um, update that at this time. Um, I'm gonna send this request right now. If they- Okay. ... if they do that today, I will be giving you a call and we can go ahead with the enrollment. If they do not- Okay. Will that be tomorrow or, or will it be Monday? Monday. Monday, yeah. We'll close tomorrow. Okay. That's fine too. I just want to make sure I get enrolled in it so I have insurance. Oh, yes. Yes. I will be giving you a call. Because ... Yeah, I really need some insurance, especially this time of year. Okay, perfect. I understand that. Okay. All righty, sir. So, um, other than that, is there anything else that I can help you with? That's it. And I'll keep my phone nearby in case they do update it. I will appreciate it. Thank you very much. Thank you. Bye-bye. Have a wonderful night, Mr. Watson. Bye-bye. Yeah.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Connect Card. My name is Sarah. May I have your name,

please? Um, Buron Watson. Hello. B-U-R-O-N. Hello, Mr. Watson. How may I help you? Yeah, I just wanted to check and make sure I signed up for the insurance. I know it takes 30 days to kick in. I just wanted to make sure I signed up. Let me check that for you. Um, may I have, may I have the name of the temporary agency that you are working with, and the last four of your Social? Surge. Okay. And it's 6164. Okay, um, what is your first name, again? B-U-R-O-N. N. Okay. Uh, Mr. Buron Watson, and just for security purposes, can you please verify your address and date of birth? 3097 County Road 843 Dawso- Dawson, Alabama. And you said date of birth? Yes, sir, please. Uh, 1/30/97. And is your email C-E-A-U Watson15@gmail.com? Yes, it is. And is your phone number 973-7594? Yes. Thank you very much. And how did you enroll on your benefits? I think on the computer at Surge, but I wanted to check and make sure that I did enroll or, or if I need to. Well, um, there was some demographic updates on the system, but there was no enrollment at all. So what that means is that you have not enrolled, uh, on any benefits. Okay. Um, okay, this is the thing. We have two hire dates here in the system for you. Um, I need to send an eligibility review for they to update the system with the new hire date, and for me to enroll you. With those two different hire dates, I cannot enroll you. Um, I can ... Well, one of 'em, one of 'em's from years ago, so that's obviously not my hire date. I- Yes, but the system, the system does not allow me to, to do anything without, uh, the correct hire date. Okay. So I have to wait for them to update it on the system. This is the thing. Um, it is 6:00 PM. I cannot promise you then they will, um, update that at this time. Um, I'm gonna send this request right now. If they- Okay. ... if they do that today, I will be giving you a call and we can go ahead with the enrollment. If they do not- Okay. Will that be tomorrow or, or will it be Monday? Monday. Monday, yeah. We'll close tomorrow. Okay. That's fine too. I just want to make sure I get enrolled in it so I have insurance. Oh, yes. Yes. I will be giving you a call. Because ... Yeah, I really need some insurance, especially this time of year. Okay, perfect. I understand that. Okay. All righty, sir. So, um, other than that, is there anything else that I can help you with? That's it. And I'll keep my phone nearby in case they do update it. I will appreciate it. Thank you very much. Thank you. Bye-bye. Have a wonderful night, Mr. Watson. Bye-bye. Yeah.