

## **Transcript: Sara**

**Marulanda-4938650591117312-5384866856648704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yeah, my name's Cody Goins. Hello, Mr. Cody. How may I help you? Well, I need, uh, get my stuff basically reactivated. I mean, Surge gave me the piece of paper. Uh, we- Sure. I... So you say you're with Surge? Yes, I'm with Surge Staffing. O- okay. May I have the last part of your social, please? It's 2283. And your last name again? Goins. G-O-I-N-S. Okay. Okay, Mr. Goins. And just for security purposes, can you please verify your address and date of birth? Yes, it's 269 County Road 441, Rainsville, Alabama 35986. And my date of birth is 8/22/1985. Can, is your email, uh, A-L... No, Alcode, Alcodeman? Codeman- Yeah, it's A-L-C- It's A-L-C-O-D-E-M-A-N@gmail.com. Thank you. And is your phone number 256-717-1414? No, my new phone number is 423-755-1455. 423-755-1455. I, uh... And, and it still have the same address, 269 County, County Road, right? Yes. Thank you very much. Okay. So when, when do you come back to the company? Uh, uh, going back, I'm starting a new job on Monday with them. Okay, it has been three months since the last, uh, job? Since the last assignment? Yes. Okay. Because, uh, right now the hire date we have here is from 20/22. That means... Based on that, on that hire date, uh, you're not allowed to enroll. But I'm gonna send, uh, for the main office to update the system and once I get that, uh, updated with the current, uh, hire date, uh, we can go ahead with the enrollment. Uh, did you know what you would like to enroll at? Yeah. Well, I need, like, m- health insurance and vis- uh, I need the VISP for vision. Okay. You say, uh, vision, right? Yes, vision. Okay. And you say VIS- V-I-SP? The what now? W- what other plans you need? Uh, medical, dental, short-term disability, other than the vision, what are you- No, I ain't worried about... I mean, I, I guess, the... I need- You want me to stop there? ... like, the- Move, babe. Get out. Move, babe. Get out, babe. Yes, sir? Come on now, go. I need, like, the vision, health, dental. Okay. So thi- this is what I gonna do. I gonna send you the benefit guide for you to review the plan and once I get back the eligibility review and the system updated, we can go over the explanation of benefits. Why did you do that? Okay. Okay, so give me just a minute, please. Come on. Now. Okay. Okay, Mr. Cody. I just sent you the benefit guide. Can you check your email and see if that, uh, if you have received it? It's an email from info. Yes, I re- I received it. Okay. So, uh, once I get this eligibility review back, I will giving you a call and we can go from there for the enrollment. Okay? Okay. What are you- Anything else that I can help you with at this moment, sir? Hmm. No, ma'am. Hm. All righty, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. Bye-bye. Who is that? You are in my bedroom right now.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please?

Yeah, my name's Cody Goins. Hello, Mr. Cody. How may I help you? Well, I need, uh, get my stuff basically reactivated. I mean, Surge gave me the piece of paper. Uh, we- Sure. I... So you say you're with Surge? Yes, I'm with Surge Staffing. O- okay. May I have the last part of your social, please? It's 2283. And your last name again? Goins. G-O-I-N-S. Okay. Okay, Mr. Goins. And just for security purposes, can you please verify your address and date of birth? Yes, it's 269 County Road 441, Rainsville, Alabama 35986. And my date of birth is 8/22/1985. Can, is your email, uh, A-L... No, Alcode, Alcodeman? Codeman- Yeah, it's A-L-C- It's A-L-C-O-D-E-M-A-N@gmail.com. Thank you. And is your phone number 256-717-1414? No, my new phone number is 423-755-1455. 423-755-1455. I, uh... And, and it still have the same address, 269 County, County Road, right? Yes. Thank you very much. Okay. So when, when do you come back to the company? Uh, uh, going back, I'm starting a new job on Monday with them. Okay, it has been three months since the last, uh, job? Since the last assignment? Yes. Okay. Because, uh, right now the hire date we have here is from 20/22. That means... Based on that, on that hire date, uh, you're not allowed to enroll. But I'm gonna send, uh, for the main office to update the system and once I get that, uh, updated with the current, uh, hire date, uh, we can go ahead with the enrollment. Uh, did you know what you would like to enroll at? Yeah. Well, I need, like, m- health insurance and vis- uh, I need the VISP for vision. Okay. You say, uh, vision, right? Yes, vision. Okay. And you say VIS- V-I-SP? The what now? W- what other plans you need? Uh, medical, dental, short-term disability, other than the vision, what are you- No, I ain't worried about... I mean, I, I guess, the... I need- You want me to stop there? ... like, the- Move, babe. Get out. Move, babe. Get out, babe. Yes, sir? Come on now, go. I need, like, the vision, health, dental. Okay. So thi- this is what I gonna do. I gonna send you the benefit guide for you to review the plan and once I get back the eligibility review and the system updated, we can go over the explanation of benefits. Why did you do that? Okay. Okay, so give me just a minute, please. Come on. Now. Okay. Okay, Mr. Cody. I just sent you the benefit guide. Can you check your email and see if that, uh, if you have received it? It's an email from info. Yes, I re- I received it. Okay. So, uh, once I get this eligibility review back, I will giving you a call and we can go from there for the enrollment. Okay? Okay. What are you- Anything else that I can help you with at this moment, sir? Hmm. No, ma'am. Hm. All righty, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. Bye-bye. Who is that? You are in my bedroom right now.