

Transcript: Sara

Marulanda-5214977509507072-5250614061121536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, may I speak with Tony Washington? Tony Washington speaking. Hi, uh, Mr. Washington. This is Benefits in a Cart calling on behalf of Surge Staffing. Okay. We're processing the enrollment forms for care coverage. On your enrollment form, you request coverage for employee plus child, but we don't have any of the child information. So the question- Oh, yeah, I don't have- ... do you still want the coverage for employee plus child? Okay, let me see if I can get his, um... Hold on. Sure. I, I don't know it-... I don't know what social, but, uh, do you need his social also? Okay, do you have the, his date of birth? Yeah, his birthdate is, uh, September 26, 2023. Okay, this is what we can do. We can put zeros under the Social Security number, but you will have to give us that information ASAP for the coverage so we can access for him, okay? Okay. Okay, so let me just, uh, uh, what is the first name? Uh, Adonis, A-D-O-N-I-S. I'm sorry, I'm sorry, A-D-O-N-I-S, Adonis. ... Johnny? Adonis, A-D-O-N-I-S. A Johnny? Yeah. Any middle initial? A. And a last name? Washington. Okay, so we're gonna put zero- Hold on, I'm trying to text her now. Okay, perfect. The meantime, we, we goin' to... we can keep going with the, um... His date of birth? Uh, September 26, 2023. Mm-hmm. Uh, I'ma have to give it to you at another time. It's okay. It's okay. So I already saved this information. Please keep in mind that, uh, we're gonna need that Social Security number. And other than that, do you have any questions for answer? Um, okay, so this is... this is the insurance through Surge and not the employer, right? Yes, that is through Surge. Remember, you, you are... you're gonna be working under Surge- Right. ... and if they send you to m-... to three different places to work, those are assignments. Wait, say that again. Okay, if they send you to work one week to one place and another week to another place, those are called assignments. Your employer is Surge, unless you get hired by the, the place where you're gonna be working at. Okay, okay. So Surge is the one that... I, I mean, you're gonna get the insurance through Surge. Okay, now once I, uh, get hired as a full-time, do you all automatically stop taking the money or do I have to call? No, um, remember the deductions are coming from your paycheck, so if there is no more paycheck, there will be no more deductions. No, no, no, no, no, no. Okay, I'm saying like once I go to direct hire, right? Yes, w-... If you're not with Surge anymore, there will be no more deductions. Okay, what, what, what... Okay, and what, what company do you all offer with, with your insurance? No, uh, we are not Surge. We are Benefits in a Cart, administrators for the healthcare coverage for Surge Staffing and other staffings. Okay, and what, what, then what's, what, what, what's the name of this benefits company? Benefits in a Cart. Okay. Yes, sir. Do you have any other questions? Uh, no, that's it. All righty, Mr. Washington. Thank you for answer with our call from Benefits in a Cart. Have a wonderful day. Okay. Okay, bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hi, may I speak with Tony Washington? Tony Washington speaking. Hi, uh, Mr. Washington. This is Benefits in a Cart calling on behalf of Surge Staffing. Okay. We're processing the enrollment forms for care coverage. On your enrollment form, you request coverage for employee plus child, but we don't have any of the child information. So the question- Oh, yeah, I don't have- ... do you still want the coverage for employee plus child? Okay, let me see if I can get his, um... Hold on. Sure. I, I don't know it-... I don't know what social, but, uh, do you need his social also? Okay, do you have the, his date of birth? Yeah, his birthdate is, uh, September 26, 2023. Okay, this is what we can do. We can put zeros under the Social Security number, but you will have to give us that information ASAP for the coverage so we can access for him, okay? Okay. Okay, so let me just, uh, uh, what is the first name? Uh, Adonis, A-D-O-N-I-S. I'm sorry, I'm sorry, A-D-O-N-I-S, Adonis. ... Johnny? Adonis, A-D-O-N-I-S. A Johnny? Yeah. Any middle initial? A. And a last name? Washington. Okay, so we're gonna put zero- Hold on, I'm trying to text her now. Okay, perfect. The meantime, we, we goin' to... we can keep going with the, um... His date of birth? Uh, September 26, 2023. Mm-hmm. Uh, I'ma have to give it to you at another time. It's okay. It's okay. So I already saved this information. Please keep in mind that, uh, we're gonna need that Social Security number. And other than that, do you have any questions for answer? Um, okay, so this is... this is the insurance through Surge and not the employer, right? Yes, that is through Surge. Remember, you, you are... you're gonna be working under Surge- Right. ... and if they send you to m-... to three different places to work, those are assignments. Wait, say that again. Okay, if they send you to work one week to one place and another week to another place, those are called assignments. Your employer is Surge, unless you get hired by the, the place where you're gonna be working at. Okay, okay. So Surge is the one that... I, I mean, you're gonna get the insurance through Surge. Okay, now once I, uh, get hired as a full-time, do you all automatically stop taking the money or do I have to call? No, um, remember the deductions are coming from your paycheck, so if there is no more paycheck, there will be no more deductions. No, no, no, no, no, no. Okay, I'm saying like once I go to direct hire, right? Yes, w-... If you're not with Surge anymore, there will be no more deductions. Okay, what, what, what... Okay, and what, what company do you all offer with, with your insurance? No, uh, we are not Surge. We are Benefits in a Cart, administrators for the healthcare coverage for Surge Staffing and other staffings. Okay, and what, what, then what's, what, what, what's the name of this benefits company? Benefits in a Cart. Okay. Yes, sir. Do you have any other questions? Uh, no, that's it. All righty, Mr. Washington. Thank you for answer with our call from Benefits in a Cart. Have a wonderful day. Okay. Okay, bye-bye.