

Transcript: Sara

Marulanda-6390512243654656-5125373892706304

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? Hello? Hi. Yes. Uh, I would like to... I would like to work through Surge. When I'm go in the office, the office tell me, I'm, I work with Surge. Okay. Um, okay, let me see if I get what you say. You say that you would like to enroll? Yes. Enroll on healthcare benefits. Okay. Um, may I have please, um... Okay. May I have the name of the temporary agency that you are working with and, and the last four of your Social? Mm-hmm. My Social, the last four day... four? The, the last four digits of your Social. Yes. Uh, 91, 38. S- 91. What else? 91, 9138. 9138. Okay. And, uh, what company are you working with? What is the temporary agency? Uh, Surge. Surge and stuff, okay, perfect. And your name? Elixon, E-L-I-X-O-N. And your last name? Noel, N-O-E-L. Okay, Mr. Noel. And just for security purposes, will you please verify your address and date of birth? Your home address. My address? Yes. Uh, 3039 Spring Meadow, Allen, Woodwood, Ohio. Okay. I have a different address here. Have you moved? What? H- have you changed your house? Yeah. Have you moved? Yeah. I, I... Yes, I move. Okay. The address you had before, did you remember that? Before, I had the address in Springfield. But now I live in Dayton. Okay. Okay. Do you remember this Springfield address? 1014 14- Mm-hmm. ... Linden Avenue, Springfield, Ohio. Okay. Perfect. You want to keep this address or you want to put the new address? I keep them. You want to keep this one, 1014 Linden Avenue, right? Yes. Okay. And your date of birth? September 15th. What year? September 15th. Yes, September 15th. But what year? Ni- 1998. Thank you. And is your email elixenoel@yahoo.com? Yes. And is your phone number 937-244-7266? Yes. Thank you. Okay, um, you said you want to enroll on healthcare benefits? Yeah, I would like... I would like to work with Surge. Okay. You would like to what? I'm sorry. I would like to work with Surge, because I look at the job- You want to work with Surge? Mm-hmm. Okay. For you to work with Surge, you have to contact Surge. We are not Surge. We are Benefits in a Cart. We are the- Hmm. ... the administrators for healthcare coverage. So you have to call Surge directly. Okay, thank you. Okay, sir. You're more than welcome. Have a great day. Thank you. Bye.

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? Hello? Hi. Yes. Uh, I would like to... I would like to work through Surge. When I'm go in the office, the office tell me, I'm, I work with Surge. Okay. Um, okay, let me see if I get what you say. You say that you would like to enroll? Yes. Enroll on healthcare benefits. Okay. Um, may

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