

Transcript: VICTORIA

Taylor-4647202252308480-5562840349065216

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, this is Jasmine Curry. I called on yesterday to see if I could get benefits working for Surge. You guys, um, said that you had to reach out to Surge and I guess that's why, um, y'all are supposed to call me back. I got a missed call from you guys. Okay. Um, you said you're with Surge? Yes. And what's the last four of your Social? 10-20-94. And, I'm sorry, your first and last name? Jade C. Curry. Okay. Do you mind verifying your address and date of birth? 10-20-94. Okay. I'm sorry. I barely heard you. Did you say 10-20-94? Yeah. And what is your mailing address? 51 Cecil Lane, Apartment 42. Okay. Is that in Mon- Montgomery, Alabama, 36109? Yes. Phone number 334-399-9088. Yes. Okay. And then email looks like it's jcurry102094@gmail.com? Yes. Okay. So it looks like at this time you're not eligible to enroll into benefits. Um, so you will have to wait for the company's open enrollment period to start. They typically have it on a yearly sis-. Um, it looks like... Let me see. Looks like they have it every August. Oh, every... I gotta wait until... Uh-huh. Okay. Why I'm not eligible? Because we did an eligibility review on you and it came back that you're not eligible at this time. When you become a new hire or a rehire with Surge, you only have 30 days from the, the date of your first check to get enrolled into benefits. Once you're outside of that period, the only other time to enroll is during the company's open enrollment period, which they typically have around every August. Okay. Yes, ma'am. Do you need help with anything else? No. Okay. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, this is Jasmine Curry. I called on yesterday to see if I could get benefits working for Surge. You guys, um, said that you had to reach out to Surge and I guess that's why, um, y'all are supposed to call me back. I got a missed call from you guys.

Speaker speaker_0: Okay. Um, you said you're with Surge?

Speaker speaker_1: Yes.

Speaker speaker_0: And what's the last four of your Social?

Speaker speaker_1: 10-20-94.

Speaker speaker_0: And, I'm sorry, your first and last name?

Speaker speaker_1: Jade C. Curry.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 10-20-94.

Speaker speaker_0: Okay. I'm sorry. I barely heard you. Did you say 10-20-94?

Speaker speaker_1: Yeah.

Speaker speaker_0: And what is your mailing address?

Speaker speaker_1: 51 Cecil Lane, Apartment 42.

Speaker speaker_0: Okay. Is that in Mon- Montgomery, Alabama, 36109?

Speaker speaker_1: Yes.

Speaker speaker_0: Phone number 334-399-9088.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email looks like it's jcurry102094@gmail.com? Yes. Okay. So it looks like at this time you're not eligible to enroll into benefits. Um, so you will have to wait for the company's open enrollment period to start. They typically have it on a yearly sis-. Um, it looks like... Let me see. Looks like they have it every August.

Speaker speaker_1: Oh, every... I gotta wait until... Uh-huh. Okay. Why I'm not eligible?

Speaker speaker_0: Because we did an eligibility review on you and it came back that you're not eligible at this time. When you become a new hire or a rehire with Surge, you only have 30 days from the, the date of your first check to get enrolled into benefits. Once you're outside of that period, the only other time to enroll is during the company's open enrollment period, which they typically have around every August.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Do you need help with anything else?

Speaker speaker_1: No.

Speaker speaker_0: Okay. Have a good day.