

## **Transcript: VICTORIA**

**Taylor-5313864081031168-5125240727224320**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello, Victoria. Um, yes, this is Trey Jones calling. I work through Surge Staffing. Um, I'm just trying to figure out my insurance information because, um, I'm up here at Firelands and they need my insurance so I can get a, a assessment done. Okay. Um, what's the last four of your Social? 3455. And do you mind verifying your address and date of birth? It's 9 1/2 South Monroe Street, and my date of birth is April 26th, 1998. Okay. So for the address, is it Tifton, Ohio 44883? Yes, ma'am. Phone number 567-230-6634? Yes, ma'am. And then email is treymichaeljones03 at gmail? Yes, ma'am. Okay. I don't see that you're enrolled into anything. Oh, I'm not enrolled? Oh, 'cause I just called Cynthia that works at Surge and she said that I do have insurance and she told me to get... And do I have to, can I enroll in it now then and it set in then possibly, or... Um, are you a rehire with Surge Staffing? No, I've been with, I've been with them for over a year now. Okay. Yeah, 'cause they're currently not in a open enrollment period, so we wouldn't be able to get you enrolled into anything until the next open enrollment period. Oh, so basically, oh yeah, so basically I, I don't have insurance right now then? Yeah, I don't see that you're enrolled into anything. All right. Well, that's okay then. I guess I'll try at a later time when enrollment time happens. Okay. All righty. Can I help with anything else? No, ma'am. That's it. All right. Have a good day. All right. You too. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hello, Victoria. Um, yes, this is Trey Jones calling. I work through Surge Staffing. Um, I'm just trying to figure out my insurance information because, um, I'm up here at Firelands and they need my insurance so I can get a, a assessment done.

Speaker speaker\_1: Okay. Um, what's the last four of your Social?

Speaker speaker\_2: 3455.

Speaker speaker\_1: And do you mind verifying your address and date of birth?

Speaker speaker\_2: It's 9 1/2 South Monroe Street, and my date of birth is April 26th, 1998.

Speaker speaker\_1: Okay. So for the address, is it Tifton, Ohio 44883?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Phone number 567-230-6634?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is treymichaeljones03 at gmail?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. I don't see that you're enrolled into anything.

Speaker speaker\_2: Oh, I'm not enrolled? Oh, 'cause I just called Cynthia that works at Surge and she said that I do have insurance and she told me to get... And do I have to, can I enroll in it now then and it set in then possibly, or...

Speaker speaker\_1: Um, are you a rehire with Surge Staffing?

Speaker speaker\_2: No, I've been with, I've been with them for over a year now.

Speaker speaker\_1: Okay. Yeah, 'cause they're currently not in a open enrollment period, so we wouldn't be able to get you enrolled into anything until the next open enrollment period.

Speaker speaker\_2: Oh, so basically, oh yeah, so basically I, I don't have insurance right now then?

Speaker speaker\_1: Yeah, I don't see that you're enrolled into anything.

Speaker speaker\_2: All right. Well, that's okay then. I guess I'll try at a later time when enrollment time happens.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All righty.

Speaker speaker\_1: Can I help with anything else?

Speaker speaker\_2: No, ma'am. That's it.

Speaker speaker\_1: All right. Have a good day.

Speaker speaker\_2: All right. You too.

Speaker speaker\_1: Thank you. Bye-bye.