

## **Transcript: VICTORIA**

**Taylor-5364892838969344-4526110489231360**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I'm calling because I seen that I was automatically enrolled, uh, with you guys' insurance and I have a few questions to ask, uh, about it 'cause I wanna be able to use it to get a checkup because I haven't been... I haven't got, like, a physical or anything in, like, a really long time. Okay. What's the name of the agency you work for? Uh, Surge Staffing. And the last four of your Social? 4994. All right. And your first and last name again? Uh, Christopher Tillison. Do you mind verifying your address and date of birth? Yeah. Uh, 3485 Whiteside Drive, Apartment 204, Reno, Nevada 89509. And my... Sorry, I'm, I'm at work right now but, uh, my date of birth is February 4th, 1995. Phone number is 775-636-3657? Yes, ma'am. Okay. And then email is last name first name @hotmail.com? Yes, ma'am. Okay. I don't see that you're enrolled into anything. Oh, okay. Uh, well, that's interesting because I got a text from y- uh, I don't know if it's specifically you guys or Surge, but I had a text basically saying, like, "Congratulations on your 30 days, uh..." Oh, god, let me fully read it. Um- Are you a rehire with Surge? Yes. Okay. Um- So I know that Surge Staffing automatically enrolls members, um, into- Okay. ... coverage 30 days from the date of your first check unless you opt out beforehand. I don't see that you're currently enrolled into anything yet. Okay. Okay. Um, well, uh, in that case, uh, am I able to do that with you guys, or is th- is your guys' window closed right now? So on my end, I have two different hire dates, so I'm not gonna be able to do it as of right now, um, with you. I'll have to verify that... your eligibility, 'cause for some reason we have two different recent hire dates. Um, so I'll definitely have to follow back up with you to complete the enrollment. But do you know what you're even wanting to enroll into if you get approved? Uh, well, I'm would have to see what options you guys have because I, I, I never heard of your guys' insurance before, so I just wanna be able to see what is available or what options there are. Okay. So what I will do is I will send you a copy of the benefits guide to your email, and then I will go ahead and check on your eligibility. Okay. Once I get a response back, I'll just follow up with you by phone. Okay. No, sounds good. Yeah, just pl- please give me a call back at the, uh, number that you guys have, of course. Um, but yeah, just please send the benefits, uh, list to my email and I'll just give it a look and then, uh, yeah, we can go from there. And once you call back, uh, yeah, we can just figure out everything from there. Okay. Will do. Do you need help with anything else? No, that'll be it. Thank you. Alrighty. You have a wonderful day. You as well. Bye. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hi, Victoria. Um, I'm calling because I seen that I was automatically enrolled, uh, with you guys' insurance and I have a few questions to ask, uh, about it 'cause I wanna be able to use it to get a checkup because I haven't been... I haven't got, like, a physical or anything in, like, a really long time.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 4994.

Speaker speaker\_0: All right. And your first and last name again?

Speaker speaker\_1: Uh, Christopher Tillison.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah. Uh, 3485 Whiteside Drive, Apartment 204, Reno, Nevada 89509. And my... Sorry, I'm, I'm at work right now but, uh, my date of birth is February 4th, 1995.

Speaker speaker\_0: Phone number is 775-636-3657?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then email is last name first name @hotmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I don't see that you're enrolled into anything.

Speaker speaker\_1: Oh, okay. Uh, well, that's interesting because I got a text from y- uh, I don't know if it's specifically you guys or Surge, but I had a text basically saying, like, "Congratulations on your 30 days, uh..." Oh, god, let me fully read it. Um-

Speaker speaker\_0: Are you a rehire with Surge?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_0: So I know that Surge Staffing automatically enrolls members, um, into-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... coverage 30 days from the date of your first check unless you opt out beforehand. I don't see that you're currently enrolled into anything yet.

Speaker speaker\_1: Okay. Okay. Um, well, uh, in that case, uh, am I able to do that with you guys, or is th- is your guys' window closed right now?

Speaker speaker\_0: So on my end, I have two different hire dates, so I'm not gonna be able to do it as of right now, um, with you. I'll have to verify that... your eligibility, 'cause for some reason we have two different recent hire dates. Um, so I'll definitely have to follow back up with you to complete the enrollment. But do you know what you're even wanting to enroll into if you get approved?

Speaker speaker\_1: Uh, well, I'm would have to see what options you guys have because I, I, I never heard of your guys' insurance before, so I just wanna be able to see what is available or what options there are.

Speaker speaker\_0: Okay. So what I will do is I will send you a copy of the benefits guide to your email, and then I will go ahead and check on your eligibility.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Once I get a response back, I'll just follow up with you by phone.

Speaker speaker\_1: Okay. No, sounds good. Yeah, just pl- please give me a call back at the, uh, number that you guys have, of course. Um, but yeah, just please send the benefits, uh, list to my email and I'll just give it a look and then, uh, yeah, we can go from there. And once you call back, uh, yeah, we can just figure out everything from there.

Speaker speaker\_0: Okay. Will do. Do you need help with anything else?

Speaker speaker\_1: No, that'll be it. Thank you.

Speaker speaker\_0: Alrighty. You have a wonderful day.

Speaker speaker\_1: You as well. Bye.

Speaker speaker\_0: Thank you. Bye-bye.