

## Transcript: VICTORIA

Taylor-5822203790409728-6363533482442752

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey. How you doing? Good. How are you? I'm fine. No, I was calling to, um... I got my card, you know, the 90 degrees for benefits without medical. So I need to call to activate a card, or it's already activated? You don't have to call and activate it. It's, um, depending on, like, if the deduction is made out of your check. Um, let me pull up your file and see if it's active, though. What's the name of the agency you work for? Uh, it's, uh, Surje. Surje. S-U-R-J-E-G-D-E. Okay. And the last four of your Social? 7716. And, uh, your first and last name? Mamadou Diallo. Okay. Do you mind verifying your address and date of birth? Okay. My address are 4848 Bushley Lane, Latonia, Georgia 30038. And date of birth is May 15th, 1975. Phone number is 678-468-0287? Mm-hmm, correct. Yeah. That's my phone number. And then email is, uh, first and last? Well, M-A-M-A-D-O-U D-I-A-L-L-O 1575 at Gmail? Yes, gmail.com. Yeah, correct, mm-hmm. Okay. Um, I don't see that you have active coverage with us. It looks like you were previously enrolled, but that ended back in October of '24. Okay. So, you, so your... Is it, is y- you don't see the activated card for the benefits? No, your coverage is not active. Okay. So, so i- it- it's already... Why it's not active though? Because I was watching for the, you know, for the, for the agency. Okay. So your, your coverage rolled over to COBRA back in October, so it's no longer active. The last day you had active coverage with us was on October 27th of 2024. Mm-hmm. That's when, that, that's when this per- um, the coverage was start? No, that's- This whole thing? ... when the coverage ended. Oh, that's when the coverage ended? Yes. You do not currently have active coverage with us. Okay. Okay. So that's when the cover- So, it was active for one month, it was active, the card. Wh- when did, when, when it started active, the card, the active card? The c- your... The coverage started on July 22nd of '24 and ended on October 27th '24. Hmm. Okay. So it was, it, it only cover for the, um... The card was only, only active, so the July of two month only? Only for two month? No, three month. That's three month, right? It's j- yeah, technically it's four months. So again- Four month? ... your coverage was active starting on July 22nd 2024. Mm-hmm. Mm-hmm. That's towards the end of July. It ended on October 27th of '24. Okay. So- So as of right now, you do not have active coverage with Surje. Okay. So right now it's not active at all? I cannot use the, the, the card, the benefit? No. It is not active. Now, did you return back to work with Surje? Because if that's not the case- No. ... I can reinstate the coverage. But if you're not currently working with Surje, I cannot do anything. Nothing. No, I still work in the same job. I still working for them, you know. But in the, you know, it's, uh, the agency, you know, the Surje putting me in, uh, you know, um, putting me in the, on that job, the company. I still working for the company. Okay. So are you still working with Surje Staffing, or were you hired onto a different company? Not, no, the company they put me on, I still work at the same company, but I don't know if the Surje, the Surje is still, is still, you know, like, cover me as, you know,

working for them or working for the company. So that, that, that's how I was confusing see what's going on. So do, were you hired onto the company that Surje connected you with? Yes. Exactly. Okay. I still work for the same company. Okay. So that is why the coverage canceled out, because you are no longer an employee of Surje Staffing. You were hired onto the company that you were working for- Mm-hmm. ... through Surje. Mm-hmm. Okay. Okay. Okay. So after, so after three, four months, so, so the Surje, uh, they want, they want to hire, they want connect me, they, they want, they want hire me in the Surje. So I'll be hired into the company where I work for right now, right? I, I don't handle anything to do with the hiring. I'm asking you, are you still working through the staffing agency, or were you hired on to the company? 'Cause I don't know that. Yeah, I still working for the company. I, I don't know if I'm still connected with the Surje or the company. That's a, you know, that's a, I don't understand. Okay. So I can't- Mm-hmm. ... help you answer that, because I... We're just benefits administrators. We don't know if you're working with the staffing agency still or if you got hired on. Mm-hmm. That is something you should know, not us. Okay. Okay, no problem. But you say either way, the card is not active anywhere for now, the ben- the, the benefit, right? Correct. I am not showing that the coverage is active. Okay. All right. No problem. Uh, I'm gonna call the Surje and talk to them and see, uh, talk to them about it and see what they say. Okay. Do you need help with anything else? No, no, no. Not anything else. No. Okay. You have a wonderful day. That's why I was calling to see if, if the card is still active. I can't... Because I never use it. I never use the card, you know. Okay. Yeah, I- So- ... again, I, the coverage is not currently active, and that, that typically happens when you get hired onto a different company. Okay. All right. Thank you. And bye-bye. You're welcome. 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: Hey. How you doing?

Speaker speaker\_0: Good. How are you?

Speaker speaker\_1: I'm fine. No, I was calling to, um... I got my card, you know, the 90 degrees for benefits without medical. So I need to call to activate a card, or it's already activated?

Speaker speaker\_0: You don't have to call and activate it. It's, um, depending on, like, if the deduction is made out of your check. Um, let me pull up your file and see if it's active, though. What's the name of the agency you work for?

Speaker speaker\_1: Uh, it's, uh, Surje. Surje. S-U-R-J-E-G-D-E.

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

Speaker speaker\_1: 7716.

Speaker speaker\_0: And, uh, your first and last name?

Speaker speaker\_1: Mamadou Diallo.

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

Speaker speaker\_1: Okay. My address are 4848 Bushley Lane, Latonia, Georgia 30038. And date of birth is May 15th, 1975.

Speaker speaker\_0: Phone number is 678-468-0287?

Speaker speaker\_1: Mm-hmm, correct. Yeah. That's my phone number.

Speaker speaker\_0: And then email is, uh, first and last? Well, M-A-M-A-D-O-U D-I-A-L-L-O 1575 at Gmail?

Speaker speaker\_1: Yes, gmail.com. Yeah, correct, mm-hmm.

Speaker speaker\_0: Okay. Um, I don't see that you have active coverage with us. It looks like you were previously enrolled, but that ended back in October of '24.

Speaker speaker\_1: Okay. So, you, so your... Is it, is y- you don't see the activated card for the benefits?

Speaker speaker\_0: No, your coverage is not active.

Speaker speaker\_1: Okay. So, so i- it- it's already... Why it's not active though? Because I was watching for the, you know, for the, for the agency.

Speaker speaker\_0: Okay. So your, your coverage rolled over to COBRA back in October, so it's no longer active. The last day you had active coverage with us was on October 27th of 2024.

Speaker speaker\_1: Mm-hmm. That's when, that, that's when this per- um, the coverage was start?

Speaker speaker\_0: No, that's-

Speaker speaker\_1: This whole thing?

Speaker speaker\_0: ... when the coverage ended.

Speaker speaker\_1: Oh, that's when the coverage ended?

Speaker speaker\_0: Yes. You do not currently have active coverage with us.

Speaker speaker\_1: Okay. Okay. So that's when the cover- So, it was active for one month, it was active, the card. Wh- when did, when, when it started active, the card, the active card?

Speaker speaker\_0: The c- your... The coverage started on July 22nd of '24 and ended on October 27th '24.

Speaker speaker\_1: Hmm. Okay. So it was, it, it only cover for the, um... The card was only, only active, so the July of two month only? Only for two month? No, three month. That's three month, right?

Speaker speaker\_0: It's j- yeah, technically it's four months. So again-

Speaker speaker\_1: Four month?

Speaker speaker\_0: ... your coverage was active starting on July 22nd 2024.

Speaker speaker\_1: Mm-hmm. Mm-hmm.

Speaker speaker\_0: That's towards the end of July. It ended on October 27th of '24.

Speaker speaker\_1: Okay. So-

Speaker speaker\_0: So as of right now, you do not have active coverage with Surje.

Speaker speaker\_1: Okay. So right now it's not active at all? I cannot use the, the, the card, the benefit?

Speaker speaker\_0: No. It is not active. Now, did you return back to work with Surje? Because if that's not the case-

Speaker speaker\_1: No.

Speaker speaker\_0: ... I can reinstate the coverage. But if you're not currently working with Surje, I cannot do anything.

Speaker speaker\_1: Nothing. No, I still work in the same job. I still working for them, you know. But in the, you know, it's, uh, the agency, you know, the Surje putting me in, uh, you know, um, putting me in the, on that job, the company. I still working for the company.

Speaker speaker\_0: Okay. So are you still working with Surje Staffing, or were you hired onto a different company?

Speaker speaker\_1: Not, no, the company they put me on, I still work at the same company, but I don't know if the Surje, the Surje is still, is still, you know, like, cover me as, you know, working for them or working for the company. So that, that, that's how I was confusing see what's going on.

Speaker speaker\_0: So do, were you hired onto the company that Surje connected you with?

Speaker speaker\_1: Yes. Exactly.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I still work for the same company.

Speaker speaker\_0: Okay. So that is why the coverage canceled out, because you are no longer an employee of Surje Staffing. You were hired onto the company that you were working for-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... through Surje.

Speaker speaker\_1: Mm-hmm. Okay. Okay. Okay. So after, so after three, four months, so, so the Surje, uh, they want, they want to hire, they want connect me, they, they want, they want hire me in the Surje. So I'll be hired into the company where I work for right now, right?

Speaker speaker\_0: I, I don't handle anything to do with the hiring. I'm asking you, are you still working through the staffing agency, or were you hired on to the company? 'Cause I don't know that.

Speaker speaker\_1: Yeah, I still working for the company. I, I don't know if I'm still connected with the Surje or the company. That's a, you know, that's a, I don't understand.

Speaker speaker\_0: Okay. So I can't-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... help you answer that, because I... We're just benefits administrators. We don't know if you're working with the staffing agency still or if you got hired on.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: That is something you should know, not us.

Speaker speaker\_1: Okay. Okay, no problem. But you say either way, the card is not active anywhere for now, the ben- the, the benefit, right?

Speaker speaker\_0: Correct. I am not showing that the coverage is active.

Speaker speaker\_1: Okay. All right. No problem. Uh, I'm gonna call the Surje and talk to them and see, uh, talk to them about it and see what they say.

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

Speaker speaker\_1: No, no, no. Not anything else. No.

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

Speaker speaker\_1: That's why I was calling to see if, if the card is still active. I can't... Because I never use it. I never use the card, you know.

Speaker speaker\_0: Okay. Yeah, I-

Speaker speaker\_1: So-

Speaker speaker\_0: ... again, I, the coverage is not currently active, and that, that typically happens when you get hired onto a different company.

Speaker speaker\_1: Okay. All right. Thank you. And bye-bye.

Speaker speaker\_0: You're welcome. Bye-bye.