

Transcript: Chris Sofield

(deactivated)-5198877685760000-6047110993592320

Full Transcript

Your call may be monitored or recorded for quality assurance- ... purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi, Chris. Um, I would like to sign up for insurance through, um, the templates that I'm working at right now. Thinking this- Oh, right. ... card and th- this would be good to use for the next few months. No problem. We d- we definitely should be able to get you enrolled. We'll go ahead and check your eligibility and move forward with that depending on what we find here. Uh, what- Okay. ... staffing company do you work with? I work with Surge. I haven't been- Okay. ... paid yet, so I don't know if that makes a difference. My first paycheck was on the 24th. Uh- Okay. ... my first day w- was today, so I mean... Okay. Yeah, and that, that shouldn't be a problem. Okay. That most likely means that we just need to create a file on our system in order to enter any enrollment for you, um, but we'll dou- Okay. ... we'll double check. Uh, what's the last four of your social, sir? 8988. And then your first and last name? My name is Damen, D-A-M-E-N, and my last name is Wick, S as in Sam, W-I-C-K. Got it. It looks like we do already have a file on our system probably from a previous, uh, previous term with Surge Staffing. Um- Oh, I- ... but let's go ahead and... Yeah, let's go ahead and- I don't think I- ... check this. I don't think I did insurance then though, but... You, you may not have, but you at least worked through Surge, and because of that- Oh, yeah. ... we do have that... Yeah, we would have that file. Um... Okay. Could you verify your address and your date of birth? My date of birth is 12/28/1974, and, um, my address is 105 Sands Drive in Hebron, Ohio 43025. Okay. Thank you. And then we've got a phone number on file of 975-8381. Is that correct? Yes. And an email on file of damenwick@gmail.com? Yes. Okay. All right. So now here's the thing. Because you have previously worked through Surge, our system is showing those previous, uh, those previous first days with them back in, uh, looks like, uh, back in 2022 and 2023. Um, but you said that today is your first day with them. I assume you've been, uh, it's been a while since you've worked with them? Uh, yeah, about a year and a half, two, almost two years. Y- all right, that kind of cor- that cor- Ah, if I could speak. That kind of corresponds with what we've got going, what we've got showing here. However, because of that, our system is not seeing your new hire date, and as such is not showing, um, eligibility at this time. Uh, what I'll do- Okay. ... is I'll send it on over to our back office team to verify your eligibility. Um, let's see here. All right. Once the... Uh, once I... Yeah, I'll go ahead and send an, an email to our back office to verify eligibility. I doubt, I doubt that there will be any sort of issues with that given that you said it's been about a year and a half, but we do need to go forward with this. Um, once I hear- Okay. ... back from them, it should only take about a day or two for them to review and inves- and, uh, and confirm everything. I'll get back in touch with you. I'll give you a call back, and, uh- Okay. ... we should be able to move forward with your enrollment at that point. But, um... Okay. So yeah, we'll go ahead and get that done. Uh, was there anything else I can help

you with? No, that's perfect. Thank you very much. I appreciate your time. No problem. Thanks again for calling and have a wonderful day. You too. Bye. All right. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance- ... purposes.

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, Chris. Um, I would like to sign up for insurance through, um, the templates that I'm working at right now. Thinking this-

Speaker speaker_2: Oh, right.

Speaker speaker_1: ... card and th- this would be good to use for the next few months.

Speaker speaker_2: No problem. We d- we definitely should be able to get you enrolled. We'll go ahead and check your eligibility and move forward with that depending on what we find here. Uh, what-

Speaker speaker_1: Okay.

Speaker speaker_2: ... staffing company do you work with?

Speaker speaker_1: I work with Surge. I haven't been-

Speaker speaker_2: Okay.

Speaker speaker_1: ... paid yet, so I don't know if that makes a difference. My first paycheck was on the 24th. Uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... my first day w- was today, so I mean...

Speaker speaker_2: Okay. Yeah, and that, that shouldn't be a problem.

Speaker speaker_1: Okay.

Speaker speaker_2: That most likely means that we just need to create a file on our system in order to enter any enrollment for you, um, but we'll dou-

Speaker speaker_1: Okay.

Speaker speaker_2: ... we'll double check. Uh, what's the last four of your social, sir?

Speaker speaker_1: 8988.

Speaker speaker_2: And then your first and last name?

Speaker speaker_1: My name is Damen, D-A-M-E-N, and my last name is Wick, S as in Sam, W-I-C-K.

Speaker speaker_2: Got it. It looks like we do already have a file on our system probably from a previous, uh, previous term with Surge Staffing. Um-

Speaker speaker_1: Oh, I-

Speaker speaker_2: ... but let's go ahead and... Yeah, let's go ahead and-

Speaker speaker_1: I don't think I-

Speaker speaker_2: ... check this.

Speaker speaker_1: I don't think I did insurance then though, but...

Speaker speaker_2: You, you may not have, but you at least worked through Surge, and because of that-

Speaker speaker_1: Oh, yeah.

Speaker speaker_2: ... we do have that... Yeah, we would have that file. Um...

Speaker speaker_1: Okay.

Speaker speaker_2: Could you verify your address and your date of birth?

Speaker speaker_1: My date of birth is 12/28/1974, and, um, my address is 105 Sands Drive in Hebron, Ohio 43025.

Speaker speaker_2: Okay. Thank you. And then we've got a phone number on file of 975-8381. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_2: And an email on file of damenwick@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. All right. So now here's the thing. Because you have previously worked through Surge, our system is showing those previous, uh, those previous first days with them back in, uh, looks like, uh, back in 2022 and 2023. Um, but you said that today is your first day with them. I assume you've been, uh, it's been a while since you've worked with them?

Speaker speaker_1: Uh, yeah, about a year and a half, two, almost two years.

Speaker speaker_2: Y- all right, that kind of cor- that cor- Ah, if I could speak. That kind of corresponds with what we've got going, what we've got showing here. However, because of that, our system is not seeing your new hire date, and as such is not showing, um, eligibility at this time. Uh, what I'll do-

Speaker speaker_1: Okay.

Speaker speaker_2: ... is I'll send it on over to our back office team to verify your eligibility. Um, let's see here. All right. Once the... Uh, once I... Yeah, I'll go ahead and send an, an email to our back office to verify eligibility. I doubt, I doubt that there will be any sort of issues with that given that you said it's been about a year and a half, but we do need to go forward with this. Um, once I hear-

Speaker speaker_1: Okay.

Speaker speaker_2: ... back from them, it should only take about a day or two for them to review and inves- and, uh, and confirm everything. I'll get back in touch with you. I'll give you a call back, and, uh-

Speaker speaker_1: Okay.

Speaker speaker_2: ... we should be able to move forward with your enrollment at that point. But, um...

Speaker speaker_1: Okay.

Speaker speaker_2: So yeah, we'll go ahead and get that done. Uh, was there anything else I can help you with?

Speaker speaker_1: No, that's perfect. Thank you very much. I appreciate your time.

Speaker speaker_2: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_2: All right. Bye now.