

Transcript: Chris Sofield

(deactivated)-6571710108712960-6381699463692288

Full Transcript

How can I help you today? Yeah, I was calling to try to sign up for benefits for Surge Staffing. Okay. What's the last four of your Social? 1379. And your first and last name? Tyler Tomlin. Thank you. Mr. Tomlin, could you verify your address and your date of birth for me? Yeah, it's 16684 Proper Road, Mount Vernon, Ohio 43050, and my birthday is 3/11/90. Thank you. We have a phone on file of 740-501-7199. Is that correct? Uh, I have a new number now. Oh, what's the new number? It is 740-326-8151. Thank you. Mm-hmm. Okay. All right. I have a quick question for you, Mr. Tomlin. Um, our system- Yes. ... shows that the only most recent hire date on file is from April of 2021. Have you been consistently working with Surge since then, or have you left them and come back? I left and came back. I actually started at SC Precision in Fredericktown on Monday. Okay. So, um, because of the fact that we don't have anything newer than almost four years ago, um, our... we'll have to send your file over to our eligibility team to review and confirm your eligibility to enroll in the insurance benefits. Um, I'll send them an email- Okay. ... now. Uh, just give us about a day or two, and we'll review everything, and once I hear back from them, I'll, I'll be back in touch to, to, uh, to help with, uh, to go ahead and let you know how we can proceed, okay? Okay. All right. Anything else? Nope. That'd be it. I appreciate it. No problem. Anything... Oh, well, that's everything. Thanks again for calling and you have a wonderful day. You too. Thanks. Bye. Bye now.

Conversation Format

Speaker speaker_0: How can I help you today?

Speaker speaker_1: Yeah, I was calling to try to sign up for benefits for Surge Staffing.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 1379.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tyler Tomlin.

Speaker speaker_0: Thank you. Mr. Tomlin, could you verify your address and your date of birth for me?

Speaker speaker_1: Yeah, it's 16684 Proper Road, Mount Vernon, Ohio 43050, and my birthday is 3/11/90.

Speaker speaker_0: Thank you. We have a phone on file of 740-501-7199. Is that correct?

Speaker speaker_1: Uh, I have a new number now.

Speaker speaker_0: Oh, what's the new number?

Speaker speaker_1: It is 740-326-8151.

Speaker speaker_0: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. All right. I have a quick question for you, Mr. Tomlin. Um, our system-

Speaker speaker_1: Yes.

Speaker speaker_0: ... shows that the only most recent hire date on file is from April of 2021. Have you been consistently working with Surge since then, or have you left them and come back?

Speaker speaker_1: I left and came back. I actually started at SC Precision in Fredericktown on Monday.

Speaker speaker_0: Okay. So, um, because of the fact that we don't have anything newer than almost four years ago, um, our... we'll have to send your file over to our eligibility team to review and confirm your eligibility to enroll in the insurance benefits. Um, I'll send them an email-

Speaker speaker_1: Okay.

Speaker speaker_0: ... now. Uh, just give us about a day or two, and we'll review everything, and once I hear back from them, I'll, I'll be back in touch to, to, uh, to help with, uh, to go ahead and let you know how we can proceed, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Nope. That'd be it. I appreciate it.

Speaker speaker_0: No problem. Anything... Oh, well, that's everything. Thanks again for calling and you have a wonderful day.

Speaker speaker_1: You too. Thanks. Bye.

Speaker speaker_0: Bye now.