

## Transcript: Chris Sofield

(deactivated)-6749263652765696-6519984708960256

### Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Uh, yeah, I am Marie Andre Ponque. I am looking for fill my benefits. I'm working for Surge. I want to fill my benefit. Okay. You're looking to enroll in the insurance benefits? Yeah, yeah. Okay. What's the last four of your Social? Last four of the Social? It's 3-9-0-7-3-8- And then you'll ■ohp ey. ... oh. 8039. 8039, 8039. Are we hello? Okay. Yes, I hear you. I'm just double-checking, 8039. Yeah. And what was the last name again? Ponque, P-O-N-Q-U-E-C. Okay. Are you a brand-new hire with Surge, ma'am? Yeah. She alwa- she, she already work for Surge. Same- Okay. And the last, and the last four of the Social you said was 8039? Yeah. Yes. Okay. One moment. I'm not showing that we have a file on the system, uh, for you at this time. So, in order to enroll you into any insurance benefits, I'll need to create that file for you. That's going to require more information, starting with I'm going to need your full Social at this time. Okay, base ■one Social ■p eh. 3-9-0-7-3-8-0-3-9. Hello? Okay. Sorry. Uh, one moment. Okay. My apologies. I was able to locate the file now. Um, it looks like I was mi-... I had heard the, the spelling of the last name incorrectly. Um, Ms. Ponque, I've got you pulled up here. Uh, can you please verify your address and your date of birth? My, my address is, uh, 2 Oakland Court, Springfield, Ohio 45505. Okay. You said the address was 2 Oakland Court? Springfield. Okay. All right. So I... the on-... no, the reason I ask is because that's not what we have on file. We have a different address. Oh, uh, 115 Lawrence Avenue. Okay. Does that, does that need to be updated, or, uh, is Oakland Court the current address- Yeah, it needs to be updated. Yes. Okay. Yeah. You need to, to make the update for it, for, for her. Oh- okay, okay. And can you please verify your date of birth? Your date of birth. Uh, April, um, what's happening? 07. 07, 1965. Thank you. 04/07/1965. Yes, sir. I had heard. Thank you. Uh, we have a phone number on file of 813-5256, is that correct? Yes. Okay. Now, quick question for you. I see here, it looks like our system shows the most recent hire date on file is from some time in October of last year. Um, is that correct? Have you been working with Surge since October? Yes, yes, she's beginning working for Surge. Okay. Okay. In 2023. Okay. On 2023. So... Okay. So the s- so the thing is, is that you're not eligible to enroll in any insurance benefits at this time. Your eligibility would have been the first 30 days after your first paycheck, which we're... if, if you've been working since October of 2023, we're well past that. You'll have to wait until open enrollment, which is typically held in... I believe it is held in Oct-... uh, no, August. One moment. Double-check this. Yeah, Surge typically holds opening enrollment in August, so you have to wait until then, or you would have to have a qualifying life event, something like losing insurance from another insurance company. Okay. She have to wait what, what month? So, typically, Surge holds their open enrollment in August. Okay. So she would have to wait until then, unless she has a qualifying life event, something like losing insurance from another insurance company. Okay. Thank you for the information. You're

welcome. Anything else? No. Thank you. All right. Thanks again for calling and have a good day. You too.

## Conversation Format

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

Speaker speaker\_1: Uh, yeah, I am Marie Andre Ponque. I am looking for fill my benefits. I'm working for Surge. I want to fill my benefit.

Speaker speaker\_0: Okay. You're looking to enroll in the insurance benefits?

Speaker speaker\_1: Yeah, yeah.

Speaker speaker\_0: Okay. What's the last four of your Social?

Speaker speaker\_1: Last four of the Social?

Speaker speaker\_2: It's 3-9-0-7-3-8-

Speaker speaker\_1: And then you'll ohp ey.

Speaker speaker\_2: ... oh. 8039.

Speaker speaker\_1: 8039, 8039.

Speaker speaker\_0: Are we hello?

Speaker speaker\_2: Okay.

Speaker speaker\_0: Yes, I hear you. I'm just double-checking, 8039.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And what was the last name again?

Speaker speaker\_2: Ponque, P-O-N-Q-U-E-C.

Speaker speaker\_0: Okay. Are you a brand-new hire with Surge, ma'am?

Speaker speaker\_1: Yeah. She alwa- she, she already work for Surge.

Speaker speaker\_2: Same-

Speaker speaker\_0: Okay. And the last, and the last four of the Social you said was 8039?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. One moment. I'm not showing that we have a file on the system, uh, for you at this time. So, in order to enroll you into any insurance benefits, I'll need to create

that file for you. That's going to require more information, starting with I'm going to need your full Social at this time.

Speaker speaker\_1: Okay, base ■one Social ■p eh.

Speaker speaker\_2: 3-9-0-7-3-8-0-3-9. Hello?

Speaker speaker\_0: Okay. Sorry. Uh, one moment. Okay. My apologies. I was able to locate the file now. Um, it looks like I was mi-... I had heard the, the spelling of the last name incorrectly. Um, Ms. Ponque, I've got you pulled up here. Uh, can you please verify your address and your date of birth?

Speaker speaker\_2: My, my address is, uh, 2 Oakland Court, Springfield, Ohio 45505.

Speaker speaker\_0: Okay. You said the address was 2 Oakland Court?

Speaker speaker\_2: Springfield.

Speaker speaker\_0: Okay. All right. So I... the on-... no, the reason I ask is because that's not what we have on file. We have a different address.

Speaker speaker\_2: Oh, uh, 115 Lawrence Avenue.

Speaker speaker\_0: Okay. Does that, does that need to be updated, or, uh, is Oakland Court the current address-

Speaker speaker\_1: Yeah, it needs to be updated.

Speaker speaker\_2: Yes. Okay.

Speaker speaker\_1: Yeah. You need to, to make the update for it, for, for her.

Speaker speaker\_0: Oh- okay, okay. And can you please verify your date of birth?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: Uh, April, um, what's happening?

Speaker speaker\_1: 07.

Speaker speaker\_2: 07, 1965.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: 04/07/1965.

Speaker speaker\_0: Yes, sir. I had heard. Thank you. Uh, we have a phone number on file of 813-5256, is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. Now, quick question for you. I see here, it looks like our system shows the most recent hire date on file is from some time in October of last year. Um, is that correct? Have you been working with Surge since October?

Speaker speaker\_1: Yes, yes, she's beginning working for Surge.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay. In 2023.

Speaker speaker\_0: Okay.

Speaker speaker\_1: On 2023.

Speaker speaker\_0: So... Okay. So the s- so the thing is, is that you're not eligible to enroll in any insurance benefits at this time. Your eligibility would have been the first 30 days after your first paycheck, which we're... if, if you've been working since October of 2023, we're well past that. You'll have to wait until open enrollment, which is typically held in... I believe it is held in Oct-... uh, no, August. One moment. Double-check this. Yeah, Surge typically holds opening enrollment in August, so you have to wait until then, or you would have to have a qualifying life event, something like losing insurance from another insurance company.

Speaker speaker\_1: Okay. She have to wait what, what month?

Speaker speaker\_0: So, typically, Surge holds their open enrollment in August.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So she would have to wait until then, unless she has a qualifying life event, something like losing insurance from another insurance company.

Speaker speaker\_1: Okay. Thank you for the information.

Speaker speaker\_0: You're welcome. Anything else?

Speaker speaker\_1: No. Thank you.

Speaker speaker\_0: All right. Thanks again for calling and have a good day.

Speaker speaker\_1: You too.