

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Yes. Uh, I have a text message, says, uh, "Call to make changes." Uh, from Surge. Okay. Working with Surge. And then, what are the last four of your social? 3230... And your first and last name? Granville Taylor. For security purposes, could you please verify your address as well as your date of birth for me? 311 Brent Road, uh, October 16, 79. And what's the city and the state? Philadelphia, PA. Okay, thank you. Um, is your phone number still the 267-253-4047? Yes. And then I have your first name, last name at gmail.com as your email file. Is that up to date? Yes. Okay. All right. So it looks like you're currently in your personal open enrollment period, which means you have 30 days from the day that you receive your first check to enroll into any healthcare benefits. Um, so if you are interested in enrolling in... to, like, dental, vision, any healthcare benefits that somebody may offer, this would be a time to enroll. So they only give you 30 days from the day that you receive your first check. And they do auto- Oh, 367- Go ahead. Mm-hmm. And I was gonna tell you that they also do auto-enroll you into a medical plan, which is a preventative plan. Um, so if you're not interested, I would have to opt you out. Because if I keep you there, they will auto-enroll you into that plan if you're not looking into getting any healthcare benefits. But if you are, um, this would be the chance to do it. No, I want to opt out. Okay. Due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Surge Staffing. Is that correct? Yes. For now. Okay. All right. I went ahead and declined your auto-enrollment. Did you have any questions for me? No, that's it. All right. I hope you have a great day. Thank you for calling. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes. Uh, I have a text message, says, uh, "Call to make changes." Uh, from Surge.

Speaker speaker_0: Okay.

Speaker speaker_1: Working with Surge.

Speaker speaker_0: And then, what are the last four of your social?

Speaker speaker_1: 3230...

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Granville Taylor.

Speaker speaker_0: For security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker_1: 311 Brent Road, uh, October 16, 79.

Speaker speaker_0: And what's the city and the state?

Speaker speaker_1: Philadelphia, PA.

Speaker speaker_0: Okay, thank you. Um, is your phone number still the 267-253-4047?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your first name, last name at gmail.com as your email file. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. So it looks like you're currently in your personal open enrollment period, which means you have 30 days from the day that you receive your first check to enroll into any healthcare benefits. Um, so if you are interested in enrolling in... to, like, dental, vision, any healthcare benefits that somebody may offer, this would be a time to enroll. So they only give you 30 days from the day that you receive your first check. And they do auto-

Speaker speaker_1: Oh, 367-

Speaker speaker_2: Go ahead.

Speaker speaker_0: Mm-hmm. And I was gonna tell you that they also do auto-enroll you into a medical plan, which is a preventative plan. Um, so if you're not interested, I would have to opt you out. Because if I keep you there, they will auto-enroll you into that plan if you're not looking into getting any healthcare benefits. But if you are, um, this would be the chance to do it.

Speaker speaker_1: No, I want to opt out.

Speaker speaker_0: Okay. Due to the fact that the call is being recorded, you stated that you wanted to opt out from receiving any benefits through Surge Staffing. Is that correct?

Speaker speaker_1: Yes. For now.

Speaker speaker_0: Okay. All right. I went ahead and declined your auto-enrollment. Did you have any questions for me?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. I hope you have a great day. Thank you for calling.

Speaker speaker_1: All right.