

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I was... I had just talked with someone. Uh, I guess we lost connection. Anyways, I work with Surge Staffing. Mm-hmm. Uh, I was trying to see the... I was trying to see your options on health insurance and eye, eye insurance and wanted to see what y'all had, had available for me. Okay. Um, what is the last four of your social? 1924. And your first and last name, please. Jasmine Curry. Okay. For security purposes, can you verify your address and date of birth? Address is, um, 51 Cecil Lane, Apartment 42, Montgomery, Alabama. Okay. Then I have, um... Oh, and can you please verify your, your birthday? I'm sorry. 10-20-94. Okay. I have 334-721-9536 as your phone number. Can we try that? Yes. Is it the number that you're calling from? Yes, ma'am. Okay. So, 334-399-9088? Yes. Okay. And then is it still JCurry102094@gmail.com or has that changed? It's still JCurry102094@gmail.com. Okay. All right. And I was actually gonna ask you, um, how long have you been with them, with Surge? I started in January. In January? Yeah. Okay. So, I would have to do a... I would have to send out a eligibility review to see if you're eligible to enroll, um, due to the fact that we have multiple higher dates. So I would have to send it to the main office, and they'll do your eligibility review to notify me if I can enroll you or not. Um, because they do give you 30 days from the day that you receive your first check to be eligible to enroll or within company open enrollment. So, I do have to submit that eligibility review. Most likely you'll be hearing back from me tomorrow. Um, but in the meantime, if you want, I can go ahead and send you the benefit guide that has all the plans that they offer with the deductions to those plans if you do, um, enroll, if you are eligible, of course. Um, so if you want- Okay. ... I can go ahead and send you that information so that you can review it. And if they do tell me that I can go ahead and enroll you, I'll be happy to explain the plans, the plans to you if you have questions. Um, but I would have to do that first before doing anything. Okay, let's do that. Okay. Um, I'm gonna send you that benefit guide right now. So I'm gonna put you in a brief hold while I send you that information, then I'll get you to verify just to make sure she did read it yet. Oh, okay. Okay. I'll be right back. Hey, um, I don't know if you can verify your email. Did you get it? Yeah. It should come from email info@... Okay. Uh- I can't understand you. You're breaking up, I'm sorry. Um, I was asking if you could verify that you did receive the email that I sent you. It should come from an email that says info@benefitsinacard.com. And if you don't see it, I would also check your spam and your junk. I got it. Okay. So I went ahead and submitted that email to the main office. So, they should be getting back to me tomorrow. So, I will be contacting you to let you know if you are eligible or not. And if you are, we can go ahead and start that, um, enrollment process. And if for some reason you don't answer, I will leave you a voice message letting you know as well as sending you a email requesting a call back. Okay. All right. Well, I hope you have a great day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, I was... I had just talked with someone. Uh, I guess we lost connection. Anyways, I work with Surge Staffing.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, I was trying to see the... I was trying to see your options on health insurance and eye, eye insurance and wanted to see what y'all had, had available for me.

Speaker speaker_0: Okay. Um, what is the last four of your social?

Speaker speaker_1: 1924.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Jasmine Curry.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Address is, um, 51 Cecil Lane, Apartment 42, Montgomery, Alabama.

Speaker speaker_0: Okay. Then I have, um... Oh, and can you please verify your, your birthday? I'm sorry.

Speaker speaker_1: 10-20-94.

Speaker speaker_0: Okay. I have 334-721-9536 as your phone number.

Speaker speaker_1: Can we try that?

Speaker speaker_0: Yes. Is it the number that you're calling from?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, 334-399-9088?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then is it still JCurry102094@gmail.com or has that changed?

Speaker speaker_1: It's still JCurry102094@gmail.com.

Speaker speaker_0: Okay. All right. And I was actually gonna ask you, um, how long have you been with them, with Surge?

Speaker speaker_1: I started in January.

Speaker speaker_0: In January?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So, I would have to do a... I would have to send out a eligibility review to see if you're eligible to enroll, um, due to the fact that we have multiple higher dates. So I would have to send it to the main office, and they'll do your eligibility review to notify me if I can enroll you or not. Um, because they do give you 30 days from the day that you receive your first check to be eligible to enroll or within company open enrollment. So, I do have to submit that eligibility review. Most likely you'll be hearing back from me tomorrow. Um, but in the meantime, if you want, I can go ahead and send you the benefit guide that has all the plans that they offer with the deductions to those plans if you do, um, enroll, if you are eligible, of course. Um, so if you want-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I can go ahead and send you that information so that you can review it. And if they do tell me that I can go ahead and enroll you, I'll be happy to explain the planes, the plans to you if you have questions. Um, but I would have to do that first before doing anything.

Speaker speaker_1: Okay, let's do that.

Speaker speaker_0: Okay. Um, I'm gonna send you that benefit guide right now. So I'm gonna put you in a brief hold while I send you that information, then I'll get you to verify just to make sure she did read it yet.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay. I'll be right back. Hey, um, I don't know if you can verify your email. Did you get it?

Speaker speaker_1: Yeah.

Speaker speaker_0: It should come from email info@...

Speaker speaker_1: Okay.

Speaker speaker_0: Uh-

Speaker speaker_1: I can't understand you. You're breaking up, I'm sorry.

Speaker speaker_0: Um, I was asking if you could verify that you did receive the email that I sent you. It should come from an email that says info@benefitsinacard.com. And if you don't see it, I would also check your spam and your junk.

Speaker speaker_1: I got it.

Speaker speaker_0: Okay. So I went ahead and submitted that email to the main office. So, they should be getting back to me tomorrow. So, I will be contacting you to let you know if you are eligible or not. And if you are, we can go ahead and start that, um, enrollment process. And if for some reason you don't answer, I will leave you a voice message letting you know as

well as sending you a email requesting a call back.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: You too.