

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi, my name's Mario Perez. I just did a application for, uh, ABC NOAC, and they gave me a card to set my PIN. I was supposed to call you guys. My name's Mario Perez. I'm sorry. They gave you a, a card to what? A benefit card, a Wisely card. Oh, okay. So you wanna set up your benefits? Yeah, my PIN. I just wanna set up the PIN number. We don't set up PINs. Oh. We enroll you into the benefits. Oh. So if you wanna enroll, the- this is the number that you would call to set up those benefits. Okay, okay. Yeah, yeah. But I don't know about a PIN. Yeah, that's what I was supposed to do. I was supposed to enroll, I guess. Okay. Oh, what's the name of the staffing agency that you're with? Uh, Surge. Surge. And then, what are the last four of your Social? Uh, 5428. Yeah, they told me the card was already activated. I just had to call you guys with this number. Hm. I'll look in your file. What's your first and last name? Mario Perez. Okay. For security purposes, I do need you to verify your full address as well as your date of birth. Uh, s- it's 602 South Clover Street, 101787. Um, I have a different address on file. Did you recently move? Hm, no. I stay at 602 South Clover Street. Yeah, we have a different address. Um, if you don't know of a secondary address, you could also provide your full Social Security number as a second proof. I'll, uh, I'll just do that then. Okay. What is it? What's my... Uh, 374- Hm. ... 04- Mm-hmm. ... 5428. Okay. Thank you. I have the 512 North Park Avenue, Apartment 2, Fremont, Ohio history. No, I don't live there. Yeah, I don't live there. Okay. What's the new address? Uh, 602 South Clover. Okay. What's the city and the state? Fremont, Ohio. You said Permont, Ohio? Fremont. Piedmont. Okay. Fremont, F-R-E-M-O-N-T. Okay, thank you. And then, what's that ZIP code? Uh, 43420. 43420? Yeah. Then I have 567-201-9821 as your phone number. Yes, it is. And then I have Liz E-T-T-E Zamora, 567- No, no, no. ... 1982. Yeah, no, take that off. That's old. Okay. What's the new one? I got to put a new number? Um, no, a new email. A new email? I don't have another email. Okay. I had a... It was to, uh, Proud Mommy, which is my girlfriend's that I'm staying with now. Okay. I don't know the... I don't know her email. That's fine. I can just leave it like that. Um, so when did you start working with them, with Surge? I, no, no, I start, I start working on the 10th. I was supposed to call you guys to set up something, I guess. Gotcha. Okay. Because at, right now, I can't enroll you. I can do a, um, elig- eligibility review to see if you're eligible, because right now, we have your old hire dates from back of 2023. So, would have to be- do a eligibility review to see if I'm eligible for you to enroll. Um, but right now, I wouldn't be able to. Um, like in the last 30 days, have you gotten married, divorced, had a baby, or adopted- No. ... for lost benefits? Nope. Yeah, so I would have to do a eligibility review because it looks like we still haven't received, like, the updated hire date. But either way, I would have to do one. Yeah, I thought they told me- Um, so from what I- They told me I start

on the 10th. Okay. So, you're eligible to enroll within the first 30 days of receiving your first check. Okay. And you haven't started yet. Yeah. But like I said, I can do a eligibility review to see if you're eligible right now. Okay. Um, and if so, I'll give you a call and let you know. Is that a good number, 567-201-9821? Yeah. Okay. So I'll give you a call and let you know wh- what they say. Yeah. Um... It's 2- my number is 208-2942. 29... Okay. It's 419-208-40- or, 2942. G- give me that full number. 419- Mm-hmm. ... 208-2942. That's my number. Okay, thank you. Okay, so I'll do that eligibility review, and as- as soon as the main office gets back to me, I'll reach out to you and let you know if you're eligible, okay? All right. Thank you. And then let me just repeat that number just to make sure I got it correct. 419-208-2942? Yes. Okay. All right. Thank you. I'll be doing that. You're welcome. Have a nice day. Yeah, you too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, my name's Mario Perez. I just did a application for, uh, ABC NOAC, and they gave me a card to set my PIN. I was supposed to call you guys. My name's Mario Perez.

Speaker speaker_1: I'm sorry. They gave you a, a card to what?

Speaker speaker_2: A benefit card, a Wisely card.

Speaker speaker_1: Oh, okay. So you wanna set up your benefits?

Speaker speaker_2: Yeah, my PIN. I just wanna set up the PIN number.

Speaker speaker_1: We don't set up PINs.

Speaker speaker_2: Oh.

Speaker speaker_1: We enroll you into the benefits.

Speaker speaker_2: Oh.

Speaker speaker_1: So if you wanna enroll, the- this is the number that you would call to set up those benefits.

Speaker speaker_2: Okay, okay. Yeah, yeah.

Speaker speaker_1: But I don't know about a PIN.

Speaker speaker_2: Yeah, that's what I was supposed to do. I was supposed to enroll, I guess.

Speaker speaker_1: Okay. Oh, what's the name of the staffing agency that you're with?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: Surge. And then, what are the last four of your Social?

Speaker speaker_2: Uh, 5428. Yeah, they told me the card was already activated. I just had to call you guys with this number.

Speaker speaker_1: Hm. I'll look in your file. What's your first and last name?

Speaker speaker_2: Mario Perez.

Speaker speaker_1: Okay. For security purposes, I do need you to verify your full address as well as your date of birth.

Speaker speaker_2: Uh, s- it's 602 South Clover Street, 101787.

Speaker speaker_1: Um, I have a different address on file. Did you recently move?

Speaker speaker_2: Hm, no. I stay at 602 South Clover Street.

Speaker speaker_1: Yeah, we have a different address. Um, if you don't know of a secondary address, you could also provide your full Social Security number as a second proof.

Speaker speaker_2: I'll, uh, I'll just do that then.

Speaker speaker_1: Okay. What is it?

Speaker speaker_2: What's my... Uh, 374-

Speaker speaker_1: Hm.

Speaker speaker_2: ... 04- Mm-hmm. ... 5428.

Speaker speaker_1: Okay. Thank you. I have the 512 North Park Avenue, Apartment 2, Fremont, Ohio history.

Speaker speaker_2: No, I don't live there. Yeah, I don't live there.

Speaker speaker_1: Okay. What's the new address?

Speaker speaker_2: Uh, 602 South Clover.

Speaker speaker_1: Okay. What's the city and the state?

Speaker speaker_2: Fremont, Ohio.

Speaker speaker_1: You said Permont, Ohio?

Speaker speaker_2: Fremont.

Speaker speaker_1: Piedmont. Okay.

Speaker speaker_2: Fremont, F-R-E-M-O-N-T.

Speaker speaker_1: Okay, thank you. And then, what's that ZIP code?

Speaker speaker_2: Uh, 43420.

Speaker speaker_1: 43420?

Speaker speaker_2: Yeah.

Speaker speaker_1: Then I have 567-201-9821 as your phone number.

Speaker speaker_2: Yes, it is.

Speaker speaker_1: And then I have Liz E-T-T-E Zamora, 567-

Speaker speaker_2: No, no, no.

Speaker speaker_1: ... 1982.

Speaker speaker_2: Yeah, no, take that off. That's old.

Speaker speaker_1: Okay. What's the new one?

Speaker speaker_2: I got to put a new number?

Speaker speaker_1: Um, no, a new email.

Speaker speaker_2: A new email? I don't have another email.

Speaker speaker_1: Okay.

Speaker speaker_2: I had a... It was to, uh, Proud Mommy, which is my girlfriend's that I'm staying with now.

Speaker speaker_1: Okay.

Speaker speaker_2: I don't know the... I don't know her email.

Speaker speaker_1: That's fine. I can just leave it like that. Um, so when did you start working with them, with Surge?

Speaker speaker_2: I, no, no, I start, I start working on the 10th. I was supposed to call you guys to set up something, I guess.

Speaker speaker_1: Gotcha. Okay. Because at, right now, I can't enroll you. I can do a, um, elig- eligibility review to see if you're eligible, because right now, we have your old hire dates from back of 2023. So, would have to be- do a eligibility review to see if I'm eligible for you to enroll. Um, but right now, I wouldn't be able to. Um, like in the last 30 days, have you gotten married, divorced, had a baby, or adopted-

Speaker speaker_2: No.

Speaker speaker_1: ... for lost benefits?

Speaker speaker_2: Nope.

Speaker speaker_1: Yeah, so I would have to do a eligibility review because it looks like we still haven't received, like, the updated hire date. But either way, I would have to do one.

Speaker speaker_2: Yeah, I thought they told me-

Speaker speaker_1: Um, so from what I-

Speaker speaker_2: They told me I start on the 10th.

Speaker speaker_1: Okay. So, you're eligible to enroll within the first 30 days of receiving your first check.

Speaker speaker_2: Okay.

Speaker speaker_1: And you haven't started yet.

Speaker speaker_2: Yeah.

Speaker speaker_1: But like I said, I can do a eligibility review to see if you're eligible right now.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and if so, I'll give you a call and let you know. Is that a good number, 567-201-9821?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So I'll give you a call and let you know wh- what they say.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um...

Speaker speaker_2: It's 2- my number is 208-2942.

Speaker speaker_1: 29... Okay.

Speaker speaker_2: It's 419-208-40- or, 2942.

Speaker speaker_1: G- give me that full number.

Speaker speaker_2: 419-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 208-2942. That's my number.

Speaker speaker_1: Okay, thank you. Okay, so I'll do that eligibility review, and as- as soon as the main office gets back to me, I'll reach out to you and let you know if you're eligible, okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: And then let me just repeat that number just to make sure I got it correct. 419-208-2942?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: Thank you.

Speaker speaker_1: I'll be doing that. You're welcome. Have a nice day.

Speaker speaker_2: Yeah, you too.