

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? Hi there, Stephanie. I missed a call from you guys earlier. I, I was in a, I was at a doctor's appointment, so I just, I'm giving you guys a call back. Okay. Um, what staffing agency do you work for to see what they were calling you regarding? Um, I'm not, uh, the, like, the, the place I work for or...? Yeah, the staffing agency that you apply with. Yeah, okay, it's Surge. Okay. And then what are the last four of your Social? 2902. And your first and last name? Bryan Clay. B-R-Y-A-N. What was that la- oh, Clay, you said, right? Yeah. And then for recruiting purposes, can you verify your address and date of birth? Yeah, it's one... What, what's it, 12040? Okay. It's 12040 State Route 56 West, or Ohio 56 West, however it's in there. And then you said date of birth as well? Mm-hmm. May 2nd, 2001. Okay, thank you. Then I have 614-284-0967 as your phone number. That's the one. Then I have baclay19@gmail.com. Is that up to date? It is. Okay, so it looks like they were calling you to let you know that you, you can enroll into the benefits. Did you- Oh- ... wanna do your enrollment already? Oh, wait, actually give me one second. Let me- Uh, yeah, I, I talked to a lady yesterday and she said that, um, if they weren't able to get a hold of me- Yeah. ... they were just gonna go ahead and file it. Okay. Yeah. So they went ahead and processed it. So you're put down for dental for employee only, vision for employee only and then the VIP Classic for employee only. Um, it looks like- Yeah. ... the weekly deduction will be \$25.85 from your paycheck. Please allow one or two weeks for the staffing agency to do the first deduction of the 25.85. Once you see that first deduction come out of your paycheck, the following Monday of that first deduction is when these three plans become active. And by that first or second week, you should be receiving your cr- dental and vision card. Um, however, for your VIP Classic card, they normally don't send that one out physically, so if you do want a physical one, you would have to call and request it whenever you become active. Um- Okay. But you should definitely be getting v- dental and vision first. But yeah, now you would just really have to wait for them to- All right. And you said it takes how long for, for the first deduction- It- ... to come out? Typically one or two weeks, but since we don't have access to your payrolls, since we don't actually work in Surge, I wouldn't be able to tell you exactly when. Typically, it takes one or two weeks though. Um, but some agencies do take a little longer. So I would honestly be observing your paycheck to see when they finally did the first one of the 25.85 'cause once they do that, the following Monday, those plans become active. But it typically- Okay. ... takes one or two weeks. But like I said, I have seen in the past it takes a little longer for some staffing agencies. It really just depends on Surge and when they start doing it. But like I said- All right. ... it could be one or two weeks. Okay. All righty. Well- All right. You- ... that sounds good to me. Thank you very much, Stephanie. You're welcome. Have a nice day. You too. Thank you. Bye.

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: Hi there, Stephanie. I missed a call from you guys earlier. I, I was in a, I was at a doctor's appointment, so I just, I'm giving you guys a call back.

Speaker speaker_0: Okay. Um, what staffing agency do you work for to see what they were calling you regarding?

Speaker speaker_1: Um, I'm not, uh, the, like, the, the place I work for or...?

Speaker speaker_0: Yeah, the staffing agency that you apply with.

Speaker speaker_1: Yeah, okay, it's Surge.

Speaker speaker_0: Okay. And then what are the last four of your Social?

Speaker speaker_1: 2902.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Bryan Clay. B-R-Y-A-N.

Speaker speaker_0: What was that la- oh, Clay, you said, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then for recruiting purposes, can you verify your address and date of birth?

Speaker speaker_1: Yeah, it's one... What, what's it, 12040? Okay. It's 12040 State Route 56 West, or Ohio 56 West, however it's in there. And then you said date of birth as well?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: May 2nd, 2001.

Speaker speaker_0: Okay, thank you. Then I have 614-284-0967 as your phone number.

Speaker speaker_1: That's the one.

Speaker speaker_0: Then I have baclay19@gmail.com. Is that up to date?

Speaker speaker_1: It is.

Speaker speaker_0: Okay, so it looks like they were calling you to let you know that you, you can enroll into the benefits. Did you-

Speaker speaker_1: Oh-

Speaker speaker_0: ... wanna do your enrollment already? Oh, wait, actually give me one second. Let me-

Speaker speaker_1: Uh, yeah, I, I talked to a lady yesterday and she said that, um, if they weren't able to get a hold of me-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... they were just gonna go ahead and file it.

Speaker speaker_0: Okay. Yeah. So they went ahead and processed it. So you're put down for dental for employee only, vision for employee only and then the VIP Classic for employee only. Um, it looks like-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the weekly deduction will be \$25.85 from your paycheck. Please allow one or two weeks for the staffing agency to do the first deduction of the 25.85. Once you see that first deduction come out of your paycheck, the following Monday of that first deduction is when these three plans become active. And by that first or second week, you should be receiving your cr- dental and vision card. Um, however, for your VIP Classic card, they normally don't send that one out physically, so if you do want a physical one, you would have to call and request it whenever you become active. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: But you should definitely be getting v- dental and vision first. But yeah, now you would just really have to wait for them to-

Speaker speaker_1: All right. And you said it takes how long for, for the first deduction-

Speaker speaker_0: It-

Speaker speaker_1: ... to come out?

Speaker speaker_0: Typically one or two weeks, but since we don't have access to your payrolls, since we don't actually work in Surge, I wouldn't be able to tell you exactly when. Typically, it takes one or two weeks though. Um, but some agencies do take a little longer. So I would honestly be observing your paycheck to see when they finally did the first one of the 25.85 'cause once they do that, the following Monday, those plans become active. But it typically-

Speaker speaker_1: Okay.

Speaker speaker_0: ... takes one or two weeks. But like I said, I have seen in the past it takes a little longer for some staffing agencies. It really just depends on Surge and when they start doing it. But like I said-

Speaker speaker_1: All right.

Speaker speaker_0: ... it could be one or two weeks.

Speaker speaker_1: Okay. All righty. Well-

Speaker speaker_0: All right. You-

Speaker speaker_1: ... that sounds good to me. Thank you very much, Stephanie.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too. Thank you. Bye.