

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. Thank you- Hi. Yes, ma'am. Hello? Hi. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Sure. My name is Christopher Aguero and I work for Surge and I should have already gotten my Benefits in a Card according to them and so I'm trying to figure out why I have not gotten my Benefits in a Card. Okay. I can check to see how long you've been active 'cause sometimes it takes a while for you to receive it but I can check. What is the last four of your social? 9738. For security purposes, can you verify your address and date of birth for me? Uh, 1221 Greystone Parkway and my birthday, uh, Toledo, Ohio. My birthday is 0128, 1980. Okay thank you. And then what was that city and state? It was Toledo, Ohio. Oh, hi. Okay then I have 419-469-4268 as your phone number. I believe so, yeah. Okay. That's it. Um, and I was gonna actually tell you that you're not enrolled into any coverage. You don't have any benefits whatsoever. You are eligible to enroll though, so that means that you do have 30 days from the ta- from the time that you receive your first check to be eligible to enroll into the benefits but right now it looks like since you have multiple higher dates if you did want to enroll, I would have to send a email to the main office to do a eligibility review to see if you're eligible for the benefits. Um, but at this time you're, you don't have any coverage. Can you do that for me? Can you just figure... Can you find out for me? Yes, sir. So I'll go ahead and email them and then they'll let me know and once they inform me if I can or can't enroll you, I'll be giving you a call informing you. Okay, thank you. I hope. Mm-hmm. You're welcome and then is that a good contact number to reach you at? So 419- It is. Thank you, ma'am. Okay, thank you. If you don't answer I'll be leaving you a voicemail and sending you a email as well. Okay, thank you. Thank you. I hope you have a great day. Okay, you too ma'am. Bye-bye. She said I'm not enrolled?

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. Thank you-

Speaker speaker_1: Hi. Yes, ma'am.

Speaker speaker_0: Hello?

Speaker speaker_1: Hi.

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

Speaker speaker_1: Sure. My name is Christopher Aguero and I work for Surge and I should have already gotten my Benefits in a Card according to them and so I'm trying to figure out why I have not gotten my Benefits in a Card.

Speaker speaker_0: Okay. I can check to see how long you've been active 'cause sometimes it takes a while for you to receive it but I can check. What is the last four of your social?

Speaker speaker_1: 9738.

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

Speaker speaker_1: Uh, 1221 Greystone Parkway and my birthday, uh, Toledo, Ohio. My birthday is 0128, 1980.

Speaker speaker_0: Okay thank you. And then what was that city and state?

Speaker speaker_1: It was Toledo, Ohio.

Speaker speaker_0: Oh, hi. Okay then I have 419-469-4268 as your phone number.

Speaker speaker_1: I believe so, yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: That's it.

Speaker speaker_0: Um, and I was gonna actually tell you that you're not enrolled into any coverage. You don't have any benefits whatsoever. You are eligible to enroll though, so that means that you do have 30 days from the time that you receive your first check to be eligible to enroll into the benefits but right now it looks like since you have multiple higher dates if you did want to enroll, I would have to send a email to the main office to do a eligibility review to see if you're eligible for the benefits. Um, but at this time you're, you don't have any coverage.

Speaker speaker_1: Can you do that for me? Can you just figure... Can you find out for me?

Speaker speaker_0: Yes, sir. So I'll go ahead and email them and then they'll let me know and once they inform me if I can or can't enroll you, I'll be giving you a call informing you.

Speaker speaker_1: Okay, thank you. I hope.

Speaker speaker_0: Mm-hmm. You're welcome and then is that a good contact number to reach you at? So 419-

Speaker speaker_1: It is. Thank you, ma'am.

Speaker speaker_0: Okay, thank you. If you don't answer I'll be leaving you a voicemail and sending you a email as well.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you. I hope you have a great day.

Speaker speaker_1: Okay, you too ma'am. Bye-bye. She said I'm not enrolled?