

## **Transcript: Estefania**

**Acevedo-5902799462514688-5061623473815552**

### **Full Transcript**

Thank you for calling Benefits and Occurs. My name is Stephanie. How can I assist you? My name is, uh, Jamie Rudolph and I work for Surge, uh, Staffing. Mm-hmm. Yeah, I need something, uh, I need some health insurance, med- medical insurance. Okay. What are the last four of your social? 91999. And your first and last name? And your first and last name, please? Jamie Rudolph. Okay. For security purposes, can you verify your address and date of birth? 222 County Road 79, 4th Plaza, Alabama, 36032. Birthday is October the 20th, 1972. 334-437-2587 is your phone number? No, I, um, need to update it. Is it 334-392-9156? Yes, ma'am. And then I have your last name, first name at yahoo.com. Is that up to date? Yes. Okay. My email address? Yes, sir. It's, uh, rudolph, R-U-D-O-L-P-H-J-J-M-Y, won@yahoo.com. Okay, so rudolph.j.m.y@yahoo.com? Just J-M-Y. Okay. Sorry. Won. M-Y won at yahoo.com. Okay, thank you. Yes. Okay, sir. Um, within the last... I'm sorry. Within the past 30 days, have you lost benefit, gotten married- No. ... had a baby, adopted? No? No. Okay. So unfortunately, at this moment, I wouldn't be able to enroll you into the benefits because only in two periods you're eligible. The first period is within your personal open enrollment. They consider that the first 30 days of receiving your first check, or when the company is within company open enrollment, which for Surge Staffing, I believe it's in the month of August. I can verify real quick. But you're always welcome to give us a call in the month of August to enroll. Um, but at the moment- Oh, I see. ... I wouldn't be... No, sir. At the moment, I wouldn't be able to enroll you into the benefits. Unfortunately, you're outside your personal open enrollment and your company open enrollment. But it looks like Surge Staffing is back within company open enrollment in the month of August. Last year, it was between August 12th up until August 26th. So, you would have to call back once they're within company open enrollment to enroll into their benefits. Okay. Okay. I'm sorry. It's all right. Well, thank you though. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occurs. My name is Stephanie. How can I assist you?

Speaker speaker\_1: My name is, uh, Jamie Rudolph and I work for Surge, uh, Staffing.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah, I need something, uh, I need some health insurance, med-medical insurance.

Speaker speaker\_0: Okay. What are the last four of your social?

Speaker speaker\_1: 91999.

Speaker speaker\_0: And your first and last name? And your first and last name, please?

Speaker speaker\_1: Jamie Rudolph.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 222 County Road 79, 4th Plaza, Alabama, 36032. Birthday is October the 20th, 1972.

Speaker speaker\_0: 334-437-2587 is your phone number?

Speaker speaker\_1: No, I, um, need to update it.

Speaker speaker\_0: Is it 334-392-9156?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have your last name, first name at yahoo.com. Is that up to date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: My email address?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: It's, uh, rudolph, R-U-D-O-L-P-H-J-J-M-Y, won@yahoo.com.

Speaker speaker\_0: Okay, so rudolph.j.m.y@yaho.com?

Speaker speaker\_1: Just J-M-Y.

Speaker speaker\_0: Okay. Sorry.

Speaker speaker\_1: Won.

Speaker speaker\_0: M-Y won at yahoo.com. Okay, thank you.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, sir. Um, within the last... I'm sorry. Within the past 30 days, have you lost benefit, gotten married-

Speaker speaker\_1: No.

Speaker speaker\_0: ... had a baby, adopted? No?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. So unfortunately, at this moment, I wouldn't be able to enroll you into the benefits because only in two periods you're eligible. The first period is within your personal open enrollment. They consider that the first 30 days of receiving your first check, or when the company is within company open enrollment, which for Surge Staffing, I believe it's in the month of August. I can verify real quick. But you're always welcome to give us a call in the month of August to enroll. Um, but at the moment-

Speaker speaker\_1: Oh, I see.

Speaker speaker\_0: ... I wouldn't be... No, sir. At the moment, I wouldn't be able to enroll you into the benefits. Unfortunately, you're outside your personal open enrollment and your company open enrollment. But it looks like Surge Staffing is back within company open enrollment in the month of August. Last year, it was between August 12th up until August 26th. So, you would have to call back once they're within company open enrollment to enroll into their benefits.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. I'm sorry.

Speaker speaker\_1: It's all right. Well, thank you though.

Speaker speaker\_0: You're welcome.