

## Transcript: Estefania

**Acevedo-5949957191942144-4788824158420992**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Um, I was just trying to start a new temp job, and it was telling me that I, I can't do any benefits, so it told me to call the number. Okay, so you're- Which one- ... trying to enroll? Yeah, I was wanting vis- vision and dental. Okay, so let me see. Give me one second. What's, what staffing agency is it? Um, Surge. And then what are the last four of your social? Um, 1799. I'm sorry, you were cutting off a little bit. You said a one? Seven, nine. One, seven, one, nine? One, seven, nine, nine. Nine, nine. Okay. And your first and last name? Travis Dunn. D-U-N-N. D-U-N-N? Sorry. This, it's 'cause like, it sounds like if you were, something was covering your phone. Is that better? Now it is. You said Travis Dunn, right? D-U-N-N? Yep. Okay. Re- D-U-N-N. B-U-N-N. No, no. D. Okay. As in dog, right? Yeah. Okay. And then for security purposes, can you verify your address and date of birth? 524 North Main Street, and date of birth is 06/03/2004. And then what was that city and state? Canton, Ohio. Thank you. Then I have 567-674-7846 as your phone number? Yep. Okay. Thank you. And then 23duntravis@gmail.com, is that up to date? Yep. Okay. Give me one second. How long have you been working with them? Um, I've worked with them previously, but, but recently I was with a different agency. Okay. So, I do have to do a eligibility review to see if you're eligible for the benefits, um, due to the fact that I only have a hire date from 2024, and they only give you 30 days from the time that you receive your first check to be eligible and also within company open enrollment. Um, so since I have this old hire date, I do have to send a email to the main office to review to see if you're eligible for the benefits. And then once they give me some information and they I- confirm if you are or aren't eligible, I'll be giving you a call letting you know w- what I was informed. Okay. Okay? So I'm gonna go ahead and email that. And then is a good contact number to reach you at the 567-674-7846? Yep. That's a good one. Okay. And then if you don't answer for some reason, I will be leaving you a voice message letting you know what they inform me, as well as sending you a email requesting a call back. Okay. Awesome. Thank you. All right. You're welcome. Have a nice day. You too. Thank you. Bye. 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. Um, I was just trying to start a new temp job, and it was telling me that I, I can't do any benefits, so it told me to call the number.

Speaker speaker\_0: Okay, so you're-

Speaker speaker\_1: Which one-

Speaker speaker\_0: ... trying to enroll?

Speaker speaker\_1: Yeah, I was wanting vis- vision and dental.

Speaker speaker\_0: Okay, so let me see. Give me one second. What's, what staffing agency is it?

Speaker speaker\_1: Um, Surge.

Speaker speaker\_0: And then what are the last four of your social?

Speaker speaker\_1: Um, 1799.

Speaker speaker\_0: I'm sorry, you were cutting off a little bit. You said a one?

Speaker speaker\_1: Seven, nine.

Speaker speaker\_0: One, seven, one, nine?

Speaker speaker\_1: One, seven, nine, nine.

Speaker speaker\_0: Nine, nine. Okay. And your first and last name?

Speaker speaker\_1: Travis Dunn. D-U-N-N.

Speaker speaker\_0: D-U-N-N? Sorry. This, it's 'cause like, it sounds like if you were, something was covering your phone.

Speaker speaker\_1: Is that better?

Speaker speaker\_0: Now it is. You said Travis Dunn, right? D-U-N-N?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Re-

Speaker speaker\_1: D-U-N-N.

Speaker speaker\_0: B-U-N-N.

Speaker speaker\_1: No, no. D.

Speaker speaker\_0: Okay. As in dog, right?

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: 524 North Main Street, and date of birth is 06/03/2004.

Speaker speaker\_0: And then what was that city and state?

Speaker speaker\_1: Canton, Ohio.

Speaker speaker\_0: Thank you. Then I have 567-674-7846 as your phone number?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Thank you. And then 23duntravis@gmail.com, is that up to date?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Give me one second. How long have you been working with them?

Speaker speaker\_1: Um, I've worked with them previously, but, but recently I was with a different agency.

Speaker speaker\_0: Okay. So, I do have to do a eligibility review to see if you're eligible for the benefits, um, due to the fact that I only have a hire date from 2024, and they only give you 30 days from the time that you receive your first check to be eligible and also within company open enrollment. Um, so since I have this old hire date, I do have to send a email to the main office to review to see if you're eligible for the benefits. And then once they give me some information and they I- confirm if you are or aren't eligible, I'll be giving you a call letting you know w- what I was informed.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? So I'm gonna go ahead and email that. And then is a good contact number to reach you at the 567-674-7846?

Speaker speaker\_1: Yep. That's a good one.

Speaker speaker\_0: Okay. And then if you don't answer for some reason, I will be leaving you a voice message letting you know what they inform me, as well as sending you a email requesting a call back.

Speaker speaker\_1: Okay. Awesome. Thank you.

Speaker speaker\_0: All right. You're welcome. Have a nice day.

Speaker speaker\_1: You too. Thank you. Bye.

Speaker speaker\_0: Bye.