

Transcript: Estefania

Acevedo-6616144645898240-6191239102119936

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, hi, Stephanie. My name is Marcy Hackett. I work for Surge and I was just seeing, like, when/if my benefits had activated yet. Okay. Yeah, I can check. Um, I just need the last four of your Social. Uh, it's 1-8-8-2. And then you said your first name was Marcy, right? Is it Evans? Yes. Uh, it's actually Hackett, Marci. Okay, Hackett. M-A-R-C-I. Okay. Oh, okay, I see it. Thank you. And then can you please verify your address and date of birth for security purposes? Yeah. It's 270 Russell Road in Jackson, 38301 and then, um- Okay. ... I'm so sorry, the other one you asked for was my birthday, 2-8-98. Yes, ma'am. Okay, um, so I was gonna tell you... Oh, sorry. Is your phone number still 731-780-7617? That's correct. Okay. I was gonna let you know, um, you're still not enrolled into anything. If you did wanna enroll, I would have to do a eligibility review to see if you're eligible for the enrollment. So yeah, since I do see multiple hire dates on your file, did you want me to do that? And then the main office reviews it and lets you know if you're eligible. If you are, then we can go ahead and enroll you into the benefits that you would want to be enrolled into. Um, but at the time, we don't have any, any selections made. Oh, okay. Did you know what you would want to be enrolled into? 'Cause if you do know already, I can go ahead and notate it and if you are eligible, we can go ahead and enroll you into it. Of course, we will give you a call to let you know if, if you are gonna be enrolled into the plans. Um, honestly, I was just told that if I didn't do anything, I would be enrolled and it would be, like, \$15 a month. Mm-hmm. So I don't, I don't, I don't know what your options are or anything like that. So that's for the new hires. Um, since you already have worked with them in the past, you won't automatically be enrolled into anything. But if you do want to enroll, I do have to send out an email to the main office requesting a eligibility review to be done. Okay, yeah. Go ahead and do that. When was the original hire date? Uh, I see one from 4/17. So April '17 of this year, and another one from March. Oh, okay. So I see two. U- Usually, when we see two, we have to send out a eligibility review. I'm not really sure what determines it, but I always have to do that. Um, if you are eligible, did you already know what you wanted to be enrolled into maybe or were you still thinking about it? Um, again, I just don't know what my options are. So if you want, just in case you aren't, I can go ahead and email you the benefit guide. So that benefit ha- guide has all the plans that they offer with the weekly deduction to those plans, as well as I can go over the plans if you want me to. Um, do you think they'd send that to me? Because it sounds like I've got to wait 24 hours at least anyways, right? Yes, ma'am. Yeah. Okay. Hopefully it's sooner, but typically they do tell us, inform you guys that it may take 24 hours. So yeah, you're correct. Okay. Yeah. Yeah. Go ahead and just email that to me, if you don't mind. Okay. And then if I could get you to verify that you did receive it. I'm about to send it right now. Mm-hmm. And that's for, like, marcy-lyn12@hotmail.com? Yeah. It's your first name, then there's a /L-Y-N-N- Oh. ...

12@hotmail.com. Is that still good? It is. It's correct. Okay. All right, and then I went ahead and emailed that to you. Can you please confirm that you received it? Yeah, absolutely. Let me just check the spam. It's funny, you just sent that file. Sorry, my dog goes... Hmm, let me check my spam folder. Um, yeah, it's going to spam. But I just got it. All right. Okay. And then I went ahead and emailed that to them, so I should be hearing from them, um, probably today or tomorrow. If I do, then I'll give you a call and then- Okay. ... if you did want to enroll into anything, I'll go ahead and do your enrollment. Okay, I appreciate that. I do work, uh, from 4:30 until, like, 3:00 in the morning. So I'll probably get back to you pretty soon. Okay, that's fine. And then we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay, perfect. Thank you so much. Thank you. Have a nice day. You too. 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: Um, hi, Stephanie. My name is Marcy Hackett. I work for Surge and I was just seeing, like, when/if my benefits had activated yet.

Speaker speaker_0: Okay. Yeah, I can check. Um, I just need the last four of your Social.

Speaker speaker_1: Uh, it's 1-8-8-2.

Speaker speaker_0: And then you said your first name was Marcy, right? Is it Evans?

Speaker speaker_1: Yes. Uh, it's actually Hackett, Marci.

Speaker speaker_0: Okay, Hackett.

Speaker speaker_1: M-A-R-C-I.

Speaker speaker_0: Okay. Oh, okay, I see it. Thank you. And then can you please verify your address and date of birth for security purposes?

Speaker speaker_1: Yeah. It's 270 Russell Road in Jackson, 38301 and then, um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I'm so sorry, the other one you asked for was my birthday, 2-8-98.

Speaker speaker_0: Yes, ma'am. Okay, um, so I was gonna tell you... Oh, sorry. Is your phone number still 731-780-7617?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. I was gonna let you know, um, you're still not enrolled into anything. If you did wanna enroll, I would have to do a eligibility review to see if you're eligible for the enrollment. So yeah, since I do see multiple hire dates on your file, did you want me to do that? And then the main office reviews it and lets you know if you're eligible. If you are, then we can go ahead and enroll you into the benefits that you would want to be enrolled into.

Um, but at the time, we don't have any, any selections made.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Did you know what you would want to be enrolled into? 'Cause if you do know already, I can go ahead and notate it and if you are eligible, we can go ahead and enroll you into it. Of course, we will give you a call to let you know if, if you are gonna be enrolled into the plans.

Speaker speaker_1: Um, honestly, I was just told that if I didn't do anything, I would be enrolled and it would be, like, \$15 a month.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I don't, I don't, I don't know what your options are or anything like that.

Speaker speaker_0: So that's for the new hires. Um, since you already have worked with them in the past, you won't automatically be enrolled into anything. But if you do want to enroll, I do have to send out an email to the main office requesting a eligibility review to be done.

Speaker speaker_1: Okay, yeah. Go ahead and do that. When was the original hire date?

Speaker speaker_0: Uh, I see one from 4/17. So April '17 of this year, and another one from March.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So I see two. U- Usually, when we see two, we have to send out a eligibility review. I'm not really sure what determines it, but I always have to do that. Um, if you are eligible, did you already know what you wanted to be enrolled into maybe or were you still thinking about it?

Speaker speaker_1: Um, again, I just don't know what my options are.

Speaker speaker_0: So if you want, just in case you aren't, I can go ahead and email you the benefit guide. So that benefit ha- guide has all the plans that they offer with the weekly deduction to those plans, as well as I can go over the plans if you want me to.

Speaker speaker_1: Um, do you think they'd send that to me? Because it sounds like I've got to wait 24 hours at least anyways, right?

Speaker speaker_0: Yes, ma'am. Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: Hopefully it's sooner, but typically they do tell us, inform you guys that it may take 24 hours. So yeah, you're correct.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: Yeah.

Speaker speaker_1: Go ahead and just email that to me, if you don't mind.

Speaker speaker_0: Okay. And then if I could get you to verify that you did receive it. I'm about to send it right now.

Speaker speaker_1: Mm-hmm. And that's for, like, marcy-lyn12@hotmail.com?

Speaker speaker_0: Yeah. It's your first name, then there's a /L-Y-N-N-

Speaker speaker_1: Oh.

Speaker speaker_0: ... 12@hotmail.com. Is that still good?

Speaker speaker_1: It is. It's correct.

Speaker speaker_0: Okay. All right, and then I went ahead and emailed that to you. Can you please confirm that you received it?

Speaker speaker_1: Yeah, absolutely. Let me just check the spam. It's funny, you just sent that file. Sorry, my dog goes... Hmm, let me check my spam folder. Um, yeah, it's going to spam. But I just got it.

Speaker speaker_0: All right. Okay. And then I went ahead and emailed that to them, so I should be hearing from them, um, probably today or tomorrow. If I do, then I'll give you a call and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you did want to enroll into anything, I'll go ahead and do your enrollment.

Speaker speaker_1: Okay, I appreciate that. I do work, uh, from 4:30 until, like, 3:00 in the morning. So I'll probably get back to you pretty soon.

Speaker speaker_0: Okay, that's fine. And then we're open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker_1: Okay, perfect. Thank you so much.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too. Bye-bye.