

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you? Hi. I'm trying to sign up for insurance. Um, through what staffing agency? Surge, S-U-R-G-E. And then what are the last four of your Social? 2080. And your first and last name, please? Cathy with a C Parker, P-A-R-K-E-R. You said 2080, right, for the last four? Yeah. Okay. How long have you been working with them? Since, uh, Monday. Okay. Was too early to sign up? Yeah. So you're still not in our system since you haven't started yet. Um, we can do two things. Y- I can either create a file for you already. Um, I do need your full Social, full address, date of birth. If you don't feel comfortable doing that over the phone, you're welcome to just call throughout the week to see if we've received it already. You're just gonna get asked the same questions that I just asked you. Um, but it's totally your choice. Um, either way- I'll, I'll call back. Okay. And I was gonna tell you, either way, the benefits don't start right away. You have to allow one or two weeks for your staffing agency to actually start making the first deduction. Once we see the first deduction, the following Monday the plan becomes active. So they don't start right away. But yeah, you're welcome to just call throughout the week. We're open from- Okay. ... 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Okay, thank you. You welcome.

Conversation Format

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

Speaker speaker_1: Hi. I'm trying to sign up for insurance.

Speaker speaker_0: Um, through what staffing agency?

Speaker speaker_1: Surge, S-U-R-G-E.

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

Speaker speaker_1: 2080.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Cathy with a C Parker, P-A-R-K-E-R.

Speaker speaker_0: You said 2080, right, for the last four?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. How long have you been working with them?

Speaker speaker_1: Since, uh, Monday.

Speaker speaker_0: Okay.

Speaker speaker_1: Was too early to sign up?

Speaker speaker_0: Yeah. So you're still not in our system since you haven't started yet. Um, we can do two things. Y- I can either create a file for you already. Um, I do need your full Social, full address, date of birth. If you don't feel comfortable doing that over the phone, you're welcome to just call throughout the week to see if we've received it already. You're just gonna get asked the same questions that I just asked you. Um, but it's totally your choice. Um, either way-

Speaker speaker_1: I'll, I'll call back.

Speaker speaker_0: Okay. And I was gonna tell you, either way, the benefits don't start right away. You have to allow one or two weeks for your staffing agency to actually start making the first deduction. Once we see the first deduction, the following Monday the plan becomes active. So they don't start right away. But yeah, you're welcome to just call throughout the week. We're open from-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You welcome.