

## **Transcript: Estefania**

**Acevedo-6707624514207744-5703379522469888**

### **Full Transcript**

Your call made for your quality assurance assistant. Hey, good afternoon. I'm calling from Benetton Card. Um, we had a missed call earlier. I'm just calling regarding, just needed some assistance. Um, yes, ma'am. My name is Brandon, Brandon Ray. And, um, I just recently, uh, got a job with Surge and I was enrolled in the benefits. Mm-hmm. Um, I was trying to see, uh, am I able to go through the emergency loan? I can check. With the benefits. Um, what is the last four of your Social? 1145. And your first and last name, you said it was... Was it Brandon? Yes, Brandon Ray, R-A-Y. Okay. And you said 1145? Yes, ma'am. So I actually s-... Oh, actually, I did find you. Could you please verify your address and date of birth for security purposes? Sure. 731 County Road 388, Lot 17, Valley, Alabama. Okay. And date of birth, um, May 28th, 1980. Okay, thank you. That address that you gave me, you said seven... The address? Mm-hmm. It's 7131 County Road 388. Okay, thank you. And 706-1749. Yes, ma'am. I have B-J, B-O-V-O, 1999.com, is that okay? Yes, ma'am. So you actually don't have active coverage. You did have active coverage at one point back in 2021. Okay. Um, but it hasn't been active since May '16 of 2021. Okay. Okay. So I'm not enrolled. No, sir, you're not. Um, if you do want to enroll ever, you would have to wait until the company open enrollment which is held in August for Surge staffing. So, if you do want to enroll in the future, in the month of August, that's when they open their company open enrollment and that's when you would be eligible for benefits. Um, but right now you wouldn't be eligible to enroll. I was going to ask you if you have heard of like an event within the last 30 days such as a loss of benefit, getting married, divorced, having a baby or adopted, you might be eligible. Um, have you experienced any of those? Uh, no, ma'am. No? Okay. So you would have to wait for that open enrollment which is in the month of August. Um, I don't have the dates but typically it's done in August for Surge staffing and I know usually they do like a number down at the bottom. Okay. Just in case you want to enroll. Okay. All right. Well, then I appreciate it. You're welcome. Do you have any questions? Um, no, ma'am. I'm good. All right. Well, we hope you have a great night. All right. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call made for your quality assurance assistant. Hey, good afternoon. I'm calling from Benetton Card. Um, we had a missed call earlier. I'm just calling regarding, just needed some assistance.

Speaker speaker\_1: Um, yes, ma'am. My name is Brandon, Brandon Ray. And, um, I just recently, uh, got a job with Surge and I was enrolled in the benefits.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, I was trying to see, uh, am I able to go through the emergency loan?

Speaker speaker\_0: I can check.

Speaker speaker\_1: With the benefits.

Speaker speaker\_0: Um, what is the last four of your Social?

Speaker speaker\_1: 1145.

Speaker speaker\_0: And your first and last name, you said it was... Was it Brandon?

Speaker speaker\_1: Yes, Brandon Ray, R-A-Y.

Speaker speaker\_0: Okay. And you said 1145?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So I actually s-... Oh, actually, I did find you. Could you please verify your address and date of birth for security purposes?

Speaker speaker\_1: Sure. 731 County Road 388, Lot 17, Valley, Alabama.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And date of birth, um, May 28th, 1980.

Speaker speaker\_0: Okay, thank you. That address that you gave me, you said seven...

Speaker speaker\_1: The address?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: It's 7131 County Road 388.

Speaker speaker\_0: Okay, thank you. And 706-1749.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: I have B-J, B-O-V-O, 1999.com, is that okay?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So you actually don't have active coverage. You did have active coverage at one point back in 2021.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but it hasn't been active since May '16 of 2021.

Speaker speaker\_1: Okay. Okay. So I'm not enrolled.

Speaker speaker\_0: No, sir, you're not. Um, if you do want to enroll ever, you would have to wait until the company open enrollment which is held in August for Surge staffing. So, if you

do want to enroll in the future, in the month of August, that's when they open their company open enrollment and that's when you would be eligible for benefits. Um, but right now you wouldn't be eligible to enroll. I was going to ask you if you have heard of like an event within the last 30 days such as a loss of benefit, getting married, divorced, having a baby or adopted, you might be eligible. Um, have you experienced any of those?

Speaker speaker\_1: Uh, no, ma'am.

Speaker speaker\_0: No? Okay. So you would have to wait for that open enrollment which is in the month of August. Um, I don't have the dates but typically it's done in August for Surge staffing and I know usually they do like a number down at the bottom.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Just in case you want to enroll.

Speaker speaker\_1: Okay. All right. Well, then I appreciate it.

Speaker speaker\_0: You're welcome. Do you have any questions?

Speaker speaker\_1: Um, no, ma'am. I'm good.

Speaker speaker\_0: All right. Well, we hope you have a great night.

Speaker speaker\_1: All right. Thank you.