

Transcript: Francesca

Baez-5277764264050688-6273831195557888

Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. Um, I'm just wondering to see if I have benefits through the company I'm working for. All right. Which staffing are you with? Uh, Surge. What are the last four of the social? Uh, 1807. Last name? Gray. G-R-A-Y. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? Yeah, of course. Uh, 3923 South Tyler Street, Apartment 2, 98- 98409. And then what was the other part? Your date of birth. Uh, 12-21-90. We show best for number to reach is same as the one that you called on, 253-4041, I mean, 441, sorry, 8016- 80- ... 89. 96. There we go. And one, two, three... The email sh- seems to be your first name, last name, initial.90@gmail.com? Yes, ma'am. So you actually already declined the benefits back when- Oh, okay. Mm-hmm. Back when you first started working with Surge last year, 2024. The only thing being is I'm unable to verify whether or not you did that yourself on your own device or if it was when you were probably doing an online application with them. But it does show that it was processed online for you to decline it. Yeah, like I mentioned to the lady, I don't remember getting anything. So I think it might have just gone to my email and declined on its own because it expired or something. Mm-hmm. Okay. You do have the option to enroll. I can go ahead and request for an eligibility review with you if you were interested. But currently right now- Um. ... you do not have anything active with them. Okay. And if I do, how long would it take for it to be active? Um, give or take roughly it will take two to three weeks in total. The reason being why I'm stating it that way, it takes one to two weeks for them to make the deduction from your check once it's processed. And then once you do become active and you see the deduction on your paycheck, following Monday of that paycheck is when coverage becomes effective and those benefit cards- Okay. ... are sent out by end of that week. Okay. And, um, how much is it out of every paycheck? Do you know? That portion depends on which plans it is that you're selecting to enroll into as well as if you're put independent, since each of their plans are sold separately. Oh, okay. Sounds good. So can I do that please? Of course. Do you know which plans it is that you want to be enrolled into? Um, I don't remember what the options were. Okay. So that actually works out because I do have to... You being a rehire, I do have to request for them to do the eligibility review. So that's roughly- Okay. ... going to take 24 to 48 hours for them to get back at me. Since we are going to be closed tomorrow due to the holidays, it will be either end of today or Monday. So I can send you- Okay. ... a copy of their benefit guide while we wait for them to get back at me. Okay. Perfect. And then I do want to say, Mr. Gray, is while you're waiting for my call back, you have any questions in regards to those benefits, you're more than welcome to give us a call back and we can answer them for you. Okay. All right. Perfect. Thank you so much. Of course. Is there a specific time frame where you would rather me try to get you that call back or is any time good as, as soon as I hear from them? Um, as soon as

you hear from them, any day is fine as long as it's after 3:00 PM. After 3:00 PM. For us. Understood. What time, what, are you guys East Coast or West Coast? East Coast. We're here till 8:00 PM Eastern time. Oh, okay. Yeah. So I'm 3:00 PM Western time so it would be 7:00 your guys' time. So towards the end of your day, I'm sorry. No. That's okay. Ah. All right. So we are all set. I sent that eligibility review out. And I also sent you a copy of that benefit guide which will show up from info@benefitsinacard titled Benefit Guide. Okay. Thank you so much for your time. I appreciate it. Of course. It was a pleasure. I hope you have a wonderful rest of your day and enjoy your weekend. You as well. Thank you. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi, Francesca. Um, I'm just wondering to see if I have benefits through the company I'm working for.

Speaker speaker_0: All right. Which staffing are you with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: What are the last four of the social?

Speaker speaker_1: Uh, 1807.

Speaker speaker_0: Last name?

Speaker speaker_1: Gray. G-R-A-Y.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Yeah, of course. Uh, 3923 South Tyler Street, Apartment 2, 98- 98409. And then what was the other part?

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Uh, 12-21-90.

Speaker speaker_0: We show best for number to reach is same as the one that you called on, 253-4041, I mean, 441, sorry, 8016-

Speaker speaker_1: 80-

Speaker speaker_0: ... 89.

Speaker speaker_1: 96.

Speaker speaker_0: There we go. And one, two, three... The email sh- seems to be your first name, last name, initial.90@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So you actually already declined the benefits back when-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Mm-hmm. Back when you first started working with Surge last year, 2024. The only thing being is I'm unable to verify whether or not you did that yourself on your own device or if it was when you were probably doing an online application with them. But it does show that it was processed online for you to decline it.

Speaker speaker_1: Yeah, like I mentioned to the lady, I don't remember getting anything. So I think it might have just gone to my email and declined on its own because it expired or something.

Speaker speaker_0: Mm-hmm. Okay. You do have the option to enroll. I can go ahead and request for an eligibility review with you if you were interested. But currently right now-

Speaker speaker_1: Um.

Speaker speaker_0: ... you do not have anything active with them.

Speaker speaker_1: Okay. And if I do, how long would it take for it to be active?

Speaker speaker_0: Um, give or take roughly it will take two to three weeks in total. The reason being why I'm stating it that way, it takes one to two weeks for them to make the deduction from your check once it's processed. And then once you do become active and you see the deduction on your paycheck, following Monday of that paycheck is when coverage becomes effective and those benefit cards-

Speaker speaker_1: Okay.

Speaker speaker_0: ... are sent out by end of that week.

Speaker speaker_1: Okay. And, um, how much is it out of every paycheck? Do you know?

Speaker speaker_0: That portion depends on which plans it is that you're selecting to enroll into as well as if you're put independent, since each of their plans are sold separately.

Speaker speaker_1: Oh, okay. Sounds good. So can I do that please?

Speaker speaker_0: Of course. Do you know which plans it is that you want to be enrolled into?

Speaker speaker_1: Um, I don't remember what the options were.

Speaker speaker_0: Okay. So that actually works out because I do have to... You being a rehire, I do have to request for them to do the eligibility review. So that's roughly-

Speaker speaker_1: Okay.

Speaker speaker_0: ... going to take 24 to 48 hours for them to get back at me. Since we are going to be closed tomorrow due to the holidays, it will be either end of today or Monday. So I

can send you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... a copy of their benefit guide while we wait for them to get back at me.

Speaker speaker_1: Okay. Perfect.

Speaker speaker_0: And then I do want to say, Mr. Gray, is while you're waiting for my call back, you have any questions in regards to those benefits, you're more than welcome to give us a call back and we can answer them for you.

Speaker speaker_1: Okay. All right. Perfect. Thank you so much.

Speaker speaker_0: Of course. Is there a specific time frame where you would rather me try to get you that call back or is any time good as, as soon as I hear from them?

Speaker speaker_1: Um, as soon as you hear from them, any day is fine as long as it's after 3:00 PM.

Speaker speaker_0: After 3:00 PM.

Speaker speaker_1: For us.

Speaker speaker_0: Understood.

Speaker speaker_1: What time, what, are you guys East Coast or West Coast?

Speaker speaker_0: East Coast. We're here till 8:00 PM Eastern time.

Speaker speaker_1: Oh, okay. Yeah. So I'm 3:00 PM Western time so it would be 7:00 your guys' time. So towards the end of your day, I'm sorry.

Speaker speaker_0: No. That's okay.

Speaker speaker_1: Ah.

Speaker speaker_0: All right. So we are all set. I sent that eligibility review out. And I also sent you a copy of that benefit guide which will show up from info@benefitsinacard titled Benefit Guide.

Speaker speaker_1: Okay. Thank you so much for your time. I appreciate it.

Speaker speaker_0: Of course. It was a pleasure. I hope you have a wonderful rest of your day and enjoy your weekend.

Speaker speaker_1: You as well. Thank you. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.