

## **Transcript: Francesca**

**Baez-5605367193190400-5281009048403968**

### **Full Transcript**

Thank you for calling Benefits 100 call. My name is Francesca. How can I assist you today? Um, good morning. Um, this is France Morissette. Um, I'm calling for benefits insurance, um, from Surge Company. Okay, were you calling to have information on the benefits offer or to enroll or cancel? Say again. Yes, sir. I was asking if you are calling to have information on the benefits offer or were you calling to be enrolled or cancel into those benefits? No, we're calling for the benefit. Okay, so you're calling for information on the benefits, enrolling into the benefits- Yeah. ... or canceling it? For information. Okay, to see if you're eligible- They sent me, they sent me mail... I, I called before. They sent me email, but I want to know, I want to know how much I have to pay a month and I, I need a, I need a card, insurance card. Okay, so the first thing to do is check if you're eligible. What are the last four of your Social and the last name? Last four Social, 0595. My name, my first name is France Morissette, last name Morissette. Can you please verify your mailing address and date of birth to make sure I have the right account in front of me? My address is 1569 Lexington Avenue, West. West Lower Hill. My date of birth, 04/26/1973. We have the best phone number to reach you, same as the one that you called on, 937-206-0075. Sure. And we have your email down as francemorissette74@gmail.com. Yes, sir. Did you start any new assignments with Surge this week? Say again. Yes, I was asking if your employment with Surge changed from last week? Change for what? Yes, sir. I'm asking if the employment that you're currently working with, under Surge Staffing, if it changed from the one that you were working on last week? No, I don't, I'm not changed. I'm still working for Surge. Okay. Within the last 30 days, did you have insurance with another company that you lost involuntarily? I just calling, I'm calling... I wanna, I wanna have one. Okay. The reason why I was asking sir, is 'cause I see here that you did call us last week on Monday to see if you were able to enroll. My coworker tried to reach out to you Tuesday to let you know that currently, you're ineligible to enroll into benefits. You have to wait till August to be able to get benefits with Surge. August? Yes, sir. So that will be one, two, three, four, five, five more weeks, five more months 'til you're able to enroll into coverage 'cause you don't have a personal open enrollment period or a qualified life event. You'll have to enroll with the company open enrollment period, which is during the month of August. Why I supposed to do it for, for long? Because you don't have an open enrollment period, sir. Oh, we don't have what? An open enrollment period. That is a period of time that's provided where you're eligible to enroll into the insurance. Since you still have the same assignment that you had from last year, 2024, you don't have any personal enrollment period. You'll have to wait till your company holds theirs during August, 'cause you're only able to enroll into coverage if you have either an open enrollment period or a qualified live event. And you don't have either at the moment. Hmm, I'll be waiting for August? Yes, sir. You have to wait till August. And then, uh, if I'm not, um, calling for Surge Company, I can't have it... I can, I can have it for by

myself? No, sir. 'Cause we don't own any of these benefits. We only administer the cover for the staffing companies and you have to be an actively working employee with them. If you were looking to have insurance outside of Surge, 'cause you can't wait for August, you'll have to look into your local marketplace to see if there's any insurance you can enroll through them. Marketplace? Yes, sir. Oh, okay. Thank you for your patience. Of course. Was there anything- Thank you, sir. ... else I can assist you with? No, I'm fine. Thank you, thank you. Of course. Have a great day and thank you for your time today. Same to you. Bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 100 call. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Um, good morning. Um, this is France Morissette. Um, I'm calling for benefits insurance, um, from Surge Company.

Speaker speaker\_0: Okay, were you calling to have information on the benefits offer or to enroll or cancel?

Speaker speaker\_1: Say again.

Speaker speaker\_0: Yes, sir. I was asking if you are calling to have information on the benefits offer or were you calling to be enrolled or cancel into those benefits?

Speaker speaker\_1: No, we're calling for the benefit.

Speaker speaker\_0: Okay, so you're calling for information on the benefits, enrolling into the benefits-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... or canceling it?

Speaker speaker\_1: For information.

Speaker speaker\_0: Okay, to see if you're eligible-

Speaker speaker\_1: They sent me, they sent me mail... I, I called before. They sent me email, but I want to know, I want to know how much I have to pay a month and I, I need a, I need a card, insurance card.

Speaker speaker\_0: Okay, so the first thing to do is check if you're eligible. What are the last four of your Social and the last name?

Speaker speaker\_1: Last four Social, 0595. My name, my first name is France Morissette, last name Morissette.

Speaker speaker\_0: Can 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: My address is 1569 Lexington Avenue,

Speaker speaker\_2: West.

Speaker speaker\_1: West Lower Hill. My date of birth, 04/26/1973.

Speaker speaker\_0: We have the best phone number to reach you, same as the one that you called on, 937-206-0075.

Speaker speaker\_1: Sure.

Speaker speaker\_0: And we have your email down as francemorisette74@gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Did you start any new assignments with Surge this week?

Speaker speaker\_1: Say again.

Speaker speaker\_0: Yes, I was asking if your employment with Surge changed from last week?

Speaker speaker\_1: Change for what?

Speaker speaker\_0: Yes, sir. I'm asking if the employment that you're currently working with, under Surge Staffing, if it changed from the one that you were working on last week?

Speaker speaker\_1: No, I don't, I'm not changed. I'm still working for Surge.

Speaker speaker\_0: Okay. Within the last 30 days, did you have insurance with another company that you lost involuntarily?

Speaker speaker\_1: I just calling, I'm calling... I wanna, I wanna have one.

Speaker speaker\_0: Okay. The reason why I was asking sir, is 'cause I see here that you did call us last week on Monday to see if you were able to enroll. My coworker tried to reach out to you Tuesday to let you know that currently, you're ineligible to enroll into benefits. You have to wait till August to be able to get benefits with Surge.

Speaker speaker\_1: August?

Speaker speaker\_0: Yes, sir. So that will be one, two, three, four, five, five more weeks, five more months 'til you're able to enroll into coverage 'cause you don't have a personal open enrollment period or a qualified life event. You'll have to enroll with the company open enrollment period, which is during the month of August.

Speaker speaker\_1: Why I supposed to do it for, for long?

Speaker speaker\_0: Because you don't have an open enrollment period, sir.

Speaker speaker\_1: Oh, we don't have what?

Speaker speaker\_0: An open enrollment period. That is a period of time that's provided where you're eligible to enroll into the insurance. Since you still have the same assignment that you

had from last year, 2024, you don't have any personal enrollment period. You'll have to wait till your company holds theirs during August, 'cause you're only able to enroll into coverage if you have either an open enrollment period or a qualified life event. And you don't have either at the moment.

Speaker speaker\_1: Hmm, I'll be waiting for August?

Speaker speaker\_0: Yes, sir. You have to wait till August.

Speaker speaker\_1: And then, uh, if I'm not, um, calling for Surge Company, I can't have it... I can, I can have it for by myself?

Speaker speaker\_0: No, sir. 'Cause we don't own any of these benefits. We only administer the cover for the staffing companies and you have to be an actively working employee with them. If you were looking to have insurance outside of Surge, 'cause you can't wait for August, you'll have to look into your local marketplace to see if there's any insurance you can enroll through them.

Speaker speaker\_1: Marketplace?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Oh, okay. Thank you for your patience.

Speaker speaker\_0: Of course. Was there anything-

Speaker speaker\_1: Thank you, sir.

Speaker speaker\_0: ... else I can assist you with?

Speaker speaker\_1: No, I'm fine. Thank you, thank you.

Speaker speaker\_0: Of course. Have a great day and thank you for your time today.

Speaker speaker\_1: Same to you. Bye.