

## Transcript: Francesca

**Baez-5951850022092800-5926669467697152**

### Full Transcript

Thank you for calling Benefits in Occur. My name is Francesca. How can I assist you today? Uh, I'm not sure. I'm, I'm just started with my c- uh, temporary service surge. And I was tryin' to get on insurance and they talk- they told me to call this number. Okay. What staffing company do you work with? Uh, Surge Staffing. What are the last four of your Social? 2557. And what was that last name, please? Calvert. Please verify your mailing address and date of birth to make sure I have the right account in front of me. All right. 204 Cone Street, Valley, Alabama, 36854. Oh, I think it's supposed to go back to 2020. Oh, wait. You want me to go to 2020? Then how about- And what is the date of birth, sir? May 21st, 1978. I'm gonna email you, and then you can send me the documents back here so I can review them. May I have the best number to reach you down as the same one you called on? 334-333-9114. Yes, ma'am. Yes, ma'am. And we have your email down as last name, joey36854@gmail.com. Yes, ma'am. Okay. So due to the fact that you're what's considered a rehire, meaning that you have worked for more than one assignment with this current staffing company, I need to have the front office do an eligibility review for the system to allow me to process any enrollment into your account. Those roughly take 24 to 48 hours to get done. Yep. So if you like, we can either discuss which the plans that they offer are, or either simply send you a copy of the benefit guide so you can see which they are. And once I hear back from that front office, I will be giving you a call so that we can process an enrollment if you are eligible. Okay. So I guess we can just send me one and I, I get them to fill it out, I guess? Understood. So what I'm gonna send you is a copy of a PDF file, which is their benefit guide. All right. It's gonna be providing you the information as far as how much you will be paying per paycheck if you were to enroll into it. And it will give you a total of four different options. The option of being just employee, which means only yourself, or the options with dependents. You're able to put either a spouse or child dependent in there. And if you're looking to have them both, then it will be considered family. Okay. Yeah. I'm, I'm just trying to get for me and my spouse. All right. Understood. So this way, with that benefit guide, you guys will be able to both see which plans they offered. Okay. So we can go ahead and choose the best one. Now, if at some point, Mr. Calvert, you have any questions regarding anything on that benefit guide before I get a chance to call you back or they're finished doing this, you're still able to call us with any questions. We'll be happy to answer them even if we haven't heard back from the front office yet. Okay. Okay. Mm-hmm. I... Yeah, I know basically what I'm wanting is just, like I said, I... When I tried to do it when I first got brought in, they, they kept saying not available on a computer. So- Mm-hmm. ... and they tell me I should have signed up for it by now. It's like I didn't know nothing about it. Gotcha. But, uh, okay, 'cause I, I know we're going... I'm trying to get like the vision, the dental and the medical just for me and my wife and that's it. But, uh- And this is for the- ... are you gonna explain that to the front office or explain it to Surge? Yes,

ma'am. Okay. Give you a moment. So I have sent that over to... No, it's okay. You actually don't have to do anything. I already sent out that ticket to the front office. Um, Surge won't be able to assist with this issue since they don't handle their insurance. We do. So we just have to do a waiting game now- Okay. ... waiting for them to get back at me. And then I'll let you know what the results were afterwards. As far as the selections that you're looking to make, the only thing that is gonna have more than one plan that you can look into will be the medical. They only offer one vision and one dental plan currently. Okay. All right. So you are all set. Was there anything else I can assist you with today? No, ma'am. That'll be it. All right. It was a pleasure speaking with you today. I hope you have a wonderful rest of your day. I appreciate your time. Thank you very much. My pleasure. Bye-bye. Bye-bye.

## Conversation Format

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

Speaker speaker\_1: Uh, I'm not sure. I'm, I'm just started with my c- uh, temporary service surge. And I was tryin' to get on insurance and they talk- they told me to call this number.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: What are the last four of your Social?

Speaker speaker\_1: 2557.

Speaker speaker\_0: And what was that last name, please?

Speaker speaker\_1: Calvert.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: All right. 204 Cone Street, Valley, Alabama, 36854.

Speaker speaker\_2: Oh, I think it's supposed to go back to 2020. Oh, wait. You want me to go to 2020? Then how about-

Speaker speaker\_0: And what is the date of birth, sir?

Speaker speaker\_1: May 21st, 1978.

Speaker speaker\_2: I'm gonna email you, and then you can send me the documents back here so I can review them.

Speaker speaker\_0: May I have the best number to reach you down as the same one you called on? 334-333-9114.

Speaker speaker\_1: Yes, ma'am. Yes, ma'am.

Speaker speaker\_0: And we have your email down as last name, joey36854@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So due to the fact that you're what's considered a rehire, meaning that you have worked for more than one assignment with this current staffing company, I need to have the front office do an eligibility review for the system to allow me to process any enrollment into your account. Those roughly take 24 to 48 hours to get done.

Speaker speaker\_1: Yep.

Speaker speaker\_0: So if you like, we can either discuss which the plans that they offer are, or either simply send you a copy of the benefit guide so you can see which they are. And once I hear back from that front office, I will be giving you a call so that we can process an enrollment if you are eligible.

Speaker speaker\_1: Okay. So I guess we can just send me one and I, I get them to fill it out, I guess?

Speaker speaker\_0: Understood. So what I'm gonna send you is a copy of a PDF file, which is their benefit guide.

Speaker speaker\_1: All right.

Speaker speaker\_0: It's gonna be providing you the information as far as how much you will be paying per paycheck if you were to enroll into it. And it will give you a total of four different options. The option of being just employee, which means only yourself, or the options with dependents. You're able to put either a spouse or child dependent in there. And if you're looking to have them both, then it will be considered family.

Speaker speaker\_1: Okay. Yeah. I'm, I'm just trying to get for me and my spouse.

Speaker speaker\_0: All right. Understood. So this way, with that benefit guide, you guys will be able to both see which plans they offered.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So we can go ahead and choose the best one. Now, if at some point, Mr. Calvert, you have any questions regarding anything on that benefit guide before I get a chance to call you back or they're finished doing this, you're still able to call us with any questions. We'll be happy to answer them even if we haven't heard back from the front office yet.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I... Yeah, I know basically what I'm wanting is just, like I said, I... When I tried to do it when I first got brought in, they, they kept saying not available on a computer. So-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... and they tell me I should have signed up for it by now. It's like I didn't know nothing about it.

Speaker speaker\_0: Gotcha.

Speaker speaker\_1: But, uh, okay, 'cause I, I know we're going... I'm trying to get like the vision, the dental and the medical just for me and my wife and that's it. But, uh-

Speaker speaker\_0: And this is for the-

Speaker speaker\_1: ... are you gonna explain that to the front office or explain it to Surge?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Give you a moment.

Speaker speaker\_0: So I have sent that over to... No, it's okay. You actually don't have to do anything. I already sent out that ticket to the front office. Um, Surge won't be able to assist with this issue since they don't handle their insurance. We do. So we just have to do a waiting game now-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... waiting for them to get back at me. And then I'll let you know what the results were afterwards. As far as the selections that you're looking to make, the only thing that is gonna have more than one plan that you can look into will be the medical. They only offer one vision and one dental plan currently.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. So you are all set. Was there anything else I can assist you with today?

Speaker speaker\_1: No, ma'am. That'll be it.

Speaker speaker\_0: All right. It was a pleasure speaking with you today. I hope you have a wonderful rest of your day.

Speaker speaker\_1: I appreciate your time. Thank you very much.

Speaker speaker\_0: My pleasure. Bye-bye.

Speaker speaker\_1: Bye-bye.