

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hi, Francesca. My name is Helen Sanders and I work for Surge Daily Services and I wanted to make sure that they didn't take insurance out on me because I have Medicare. Okay. When was the last time you associated your last name? 4858HelenSanders. Please verify your mailing address and date of birth to make sure I located the correct account. It is, uh, 1034 Meadowview Avenue, Lancaster, Ohio 43130. And the date of birth? 10/09/57. I have your number, 740-438-7962? Yes, ma'am. Let me have your email down. sandsanders7577@yahoo.com and sanders.wurtzler@gmail.com? That's correct. So, Miss Sanders, you're actually what the system considers a re-hire, which means that you're a repeated employee. Um, back in 2023 when you worked with Surge Staffing, you were considered a new hire. That was why you were enrolled. But once you're no longer a new hire, the system doesn't put you into auto enrollment. Oh, okay. It is still going to be sending you... Um, it is still going to be sending you, like, reminders saying that you will be auto-enrolled. The reason for that is because unfortunately the system doesn't have a way to filter from the contact list who will be affected by auto-enrollment or who has the client been canceled already. So it will still send them out. Okay. Okay. All right. So I'm good then? Yes, ma'am. The only way with Surge Staffing that you can have coverage at the moment is if you specifically call in and request it. Oh, that's great. Okay. Well, thank you, darling. You have a great day. Of course. It was my pleasure. Wait, I hope you have a wonderful rest of your day and thank you for calling Benefits in a Card today. You're welcome. Bye-bye. Goodbye.

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. My name is Helen Sanders and I work for Surge Daily Services and I wanted to make sure that they didn't take insurance out on me because I have Medicare.

Speaker speaker_0: Okay. When was the last time you associated your last name?

Speaker speaker_1: 4858HelenSanders.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I located the correct account.

Speaker speaker_1: It is, uh, 1034 Meadowview Avenue, Lancaster, Ohio 43130.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: 10/09/57.

Speaker speaker_0: I have your number, 740-438-7962?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Let me have your email down. sandsanders7577@yahoo.com and sanders.wurtzler@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: So, Miss Sanders, you're actually what the system considers a re-hire, which means that you're a repeated employee. Um, back in 2023 when you worked with Surge Staffing, you were considered a new hire. That was why you were enrolled. But once you're no longer a new hire, the system doesn't put you into auto enrollment.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: It is still going to be sending you... Um, it is still going to be sending you, like, reminders saying that you will be auto-enrolled. The reason for that is because unfortunately the system doesn't have a way to filter from the contact list who will be affected by auto-enrollment or who has the client been canceled already. So it will still send them out.

Speaker speaker_1: Okay. Okay. All right. So I'm good then?

Speaker speaker_0: Yes, ma'am. The only way with Surge Staffing that you can have coverage at the moment is if you specifically call in and request it.

Speaker speaker_1: Oh, that's great. Okay. Well, thank you, darling. You have a great day.

Speaker speaker_0: Of course. It was my pleasure. Wait, I hope you have a wonderful rest of your day and thank you for calling Benefits in a Card today.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_0: Goodbye.