

## **Transcript: Francesca**

**Baez-6752699111227392-5348313793347584**

### **Full Transcript**

Thank you for coming to Benefit 10 Accard. My name is Francesca. How can, can I assist you today? Hello. I got a text about, um... since I was laid off from my last position through Surge, um, about January 5th, that, uh, I would... might benefit from reapplying for the Benefits in Accard thing again. Um, but I don't know how much it's gonna help. Um, my wife's in the hospital, uh, having a baby. Um, does anything like that, is anything like that covered? She has Med-Ben on her job. I can take a look and see, but if you haven't been working with Surge, your coverage wouldn't be active 'cause the benefits stay active by- Well, I've been- Go ahead. I've been working for like two weeks now at, uh, the new plant. Sure thing, sir. What I was trying to let you know is that the benefits stay active by a deduction taken out from the base of a Surge provides to you. Mm-hmm. What are the last four of your social and your last name? 1876. Share the last name please, if you can be so kind. Oh, oh. Cabela, C-A-B-E-L-A. Please verify your mailing address and your date of birth. 634 Kennedy Street, Portland, 4470. Mr. Cabela, actually your date of birth and address, if you'd be so kind for your address please. Yes. 42470, 634 Kennedy Street, New York, Ohio, 43055. Thank you. And what is that date of birth? 42470. I have the best contact as 241-5308. Yes. Can I have your email down as your first name period last name @outlook.com? Yes. Okay. So the previous benefits you had with Surge was for a medical preventative plan for employee only. That plan was canceled as of January 19th, 2025 due to no payment. So currently you do not have any active coverage with Surge Staffing at the moment. Um, I know you said you started working again for two weeks so far now. Is that correct? Yeah. Yeah. So if you're interested in enrolling in benefits now, I can go ahead and request for the front office to do an eligibility review. I do however, have to say, I'm not sure if any issues or complications medical-wise may be considered preexisting with the carriers. But I can send you a copy of the benefit guide. That way you can look at it and see which plans are currently being offered while we wait for the front office to let us know if you're eligible or no for enrollment. How much does it cost me? So that will depend. What... Do you know specifically what type of benefits you were looking to get? Like it... Was it medical, dental and such? Um, I don't know. Uh, my wife's already got insurance through Med-Ben, uh, and you have vision and dental, right? She has vision and dental too. Okay. So I'm not sure if this would benefit me or, or not. Okay. Um, so do you want to look over the benefit guide together with her so that you can decide whether or not the coverage itself may sound like something you guys would be interested in and then hold off on the eligibility review? Is it on your website, you said? I can actually send you a copy of it to your email. Yes. Yes, that would be good. Okay. Even if you look over. There we go. All right. I sent you a copy of the benefit guide as a PDF file from our office email, which is info@benefittinaccard.com. Okay. It'll be titled Benefit Guide. Do you want me to hold off 'til you advise us whether or not you're interested before getting the eligibility review or do you

want me to get it started now just in case? Um, I suppose I could call back after I see it. Understood. Our hours of operation as well as our phone number that you called in today will be on that email as well. Okay, great. Mm-hmm. Thanks so much. Of course. Was there anything else we can assist you with aside from that? No, that's all. All right. I hope wonderful rest of your day. Thank you for your time today. Thank you. God bless. My pleasure.

## Conversation Format

Speaker speaker\_0: Thank you for coming to Benefit 10 Accard. My name is Francesca. How can, can I assist you today?

Speaker speaker\_1: Hello. I got a text about, um... since I was laid off from my last position through Surge, um, about January 5th, that, uh, I would... might benefit from reapplying for the Benefits in Accard thing again. Um, but I don't know how much it's gonna help. Um, my wife's in the hospital, uh, having a baby. Um, does anything like that, is anything like that covered? She has Med-Ben on her job.

Speaker speaker\_0: I can take a look and see, but if you haven't been working with Surge, your coverage wouldn't be active 'cause the benefits stay active by-

Speaker speaker\_1: Well, I've been-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: I've been working for like two weeks now at, uh, the new plant.

Speaker speaker\_0: Sure thing, sir. What I was trying to let you know is that the benefits stay active by a deduction taken out from the base of a Surge provides to you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: What are the last four of your social and your last name?

Speaker speaker\_1: 1876.

Speaker speaker\_0: Share the last name please, if you can be so kind.

Speaker speaker\_1: Oh, oh. Cabela, C-A-B-E-L-A.

Speaker speaker\_0: Please verify your mailing address and your date of birth.

Speaker speaker\_1: 634 Kennedy Street, Portland, 4470.

Speaker speaker\_0: Mr. Cabela, actually your date of birth and address, if you'd be so kind for your address please.

Speaker speaker\_1: Yes. 42470, 634 Kennedy Street, New York, Ohio, 43055.

Speaker speaker\_0: Thank you. And what is that date of birth?

Speaker speaker\_1: 42470.

Speaker speaker\_0: I have the best contact as 241-5308.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email down as your first name period last name @outlook.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So the previous benefits you had with Surge was for a medical preventative plan for employee only. That plan was canceled as of January 19th, 2025 due to no payment. So currently you do not have any active coverage with Surge Staffing at the moment. Um, I know you said you started working again for two weeks so far now. Is that correct?

Speaker speaker\_1: Yeah. Yeah.

Speaker speaker\_0: So if you're interested in enrolling in benefits now, I can go ahead and request for the front office to do an eligibility review. I do however, have to say, I'm not sure if any issues or complications medical-wise may be considered preexisting with the carriers. But I can send you a copy of the benefit guide. That way you can look at it and see which plans are currently being offered while we wait for the front office to let us know if you're eligible or no for enrollment.

Speaker speaker\_1: How much does it cost me?

Speaker speaker\_0: So that will depend. What... Do you know specifically what type of benefits you were looking to get? Like it... Was it medical, dental and such?

Speaker speaker\_1: Um, I don't know. Uh, my wife's already got insurance through Med-Ben, uh, and you have vision and dental, right? She has vision and dental too.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So I'm not sure if this would benefit me or, or not.

Speaker speaker\_0: Okay. Um, so do you want to look over the benefit guide together with her so that you can decide whether or not the coverage itself may sound like something you guys would be interested in and then hold off on the eligibility review?

Speaker speaker\_1: Is it on your website, you said?

Speaker speaker\_0: I can actually send you a copy of it to your email.

Speaker speaker\_1: Yes. Yes, that would be good.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Even if you look over.

Speaker speaker\_0: There we go. All right. I sent you a copy of the benefit guide as a PDF file from our office email, which is info@benefittinaccard.com.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It'll be titled Benefit Guide. Do you want me to hold off 'til you advise us whether or not you're interested before getting the eligibility review or do you want me to get it started now just in case?

Speaker speaker\_1: Um, I suppose I could call back after I see it.

Speaker speaker\_0: Understood. Our hours of operation as well as our phone number that you called in today will be on that email as well.

Speaker speaker\_1: Okay, great.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Thanks so much.

Speaker speaker\_0: Of course. Was there anything else we can assist you with aside from that?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: All right. I hope wonderful rest of your day. Thank you for your time today.

Speaker speaker\_1: Thank you. God bless.

Speaker speaker\_0: My pleasure.