

Transcript: Justin

Mills-6073590743482368-5968214123528192

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, Justin. My name's David Gannon. I, um, am going to work for a company called Surge, and I'm trying to apply for the benefits, and it told me that enrollment is not allowed, to please call y'all. Um, yeah, let me check on that for you. So Surge Staffing, what's the last four of your social? 4481. And for security purposes, could you verify your home address, including city, state and zip code, David? It is 12 Global Road, Phenix City, Alabama 36869. And confirm your date of birth for me. February 27th, 1986. And a good telephone number have is 334-614-7627. Yes, sir. And what's a good email for you? It's davidgann322@gmail.com. Gmail, okay. So let's see here. And quick question, did you work with Surge Staffing in the past? I have. It's been years ago. Okay, because looking at the file, we have multiple hire dates from 2023, um, so that may be the reason why you're not a- allowed to enroll right now. Um, so I actually have to email my back office, have them do an eligibility review on you, and then once I do receive word back from my back office, I can give you a call back letting you know if we can enroll you into, into benefits or not. Okay. Okay. Um, but is that 614-7627 a good callback number for you, David? Yes, sir. That's it. Okay, so like I said, let me reach out to my back office, have them confirm eligibility, and then once I do receive word back, I'll give you that call back, okay? Okay. Sounds good. Thanks, bud. You're welcome. You have a great day, okay? Yes, sir. You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. My name's David Gannon. I, um, am going to work for a company called Surge, and I'm trying to apply for the benefits, and it told me that enrollment is not allowed, to please call y'all.

Speaker speaker_0: Um, yeah, let me check on that for you. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: 4481.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, David?

Speaker speaker_1: It is 12 Global Road, Phenix City, Alabama 36869.

Speaker speaker_0: And confirm your date of birth for me.

Speaker speaker_1: February 27th, 1986.

Speaker speaker_0: And a good telephone number have is 334-614-7627.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And what's a good email for you?

Speaker speaker_1: It's davidgann322@gmail.com.

Speaker speaker_0: Gmail, okay. So let's see here. And quick question, did you work with Surge Staffing in the past?

Speaker speaker_1: I have. It's been years ago.

Speaker speaker_0: Okay, because looking at the file, we have multiple hire dates from 2023, um, so that may be the reason why you're not a- allowed to enroll right now. Um, so I actually have to email my back office, have them do an eligibility review on you, and then once I do receive word back from my back office, I can give you a call back letting you know if we can enroll you into, into benefits or not.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, but is that 614-7627 a good callback number for you, David?

Speaker speaker_1: Yes, sir. That's it.

Speaker speaker_0: Okay, so like I said, let me reach out to my back office, have them confirm eligibility, and then once I do receive word back, I'll give you that call back, okay?

Speaker speaker_1: Okay. Sounds good. Thanks, bud.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Yes, sir. You too.

Speaker speaker_0: All right, bye-bye.