

## Transcript: Justin

**Mills-6683276249186304-6504504409505792**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, good morning, Justin. Um, so I work for a staffing agency and, um, I was just trying to get my benefits card. Uh, I was trying to get my benefits set up. They told me to call this number. Okay. What's the staffing agency you work for? Uh, Surge Staffing. I'll ask for your social. 0279... And what was your first and last name? Romario Forbes. Let's see. Romario, okay. And for security purposes, can you verify your home address including city, state and zip code? 6363 Gray Fox Way, Riverdale, Georgia 30296. And confirm your date of birth? January 19, 2002. And a good telephone number I have is 724-6381. 724... No, I don't have that number anymore. What's a good telephone number for you? Um, you can put, you can put this number, 770... Um... 770-295-8342. And just to confirm, 770-295-8342? Yes. And the email I have is roforbes19@outlook? Yes. Okay. Um, quick question. When did you start with Surge Staffing? Um, I started with, um, a little around, I believe July. July, August. Did you start a new assignment here recently? Yes. Okay. Um, because looking at the file, I see two hire dates on you. One from August 30th, and then one from September 9th of 2024. So, just to cover my tracks, um, I 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 the response. So, you guys are going to give me back a resp-, well, are you guys are gonna give me a call back? Yes. I'm going to give you a call back after my back office does an eligibility review to confirm if you were eligible or not. Okay. Okay. Um, but until then I receive word back, is there anything else that I can assist you with today, Romario? Um, no. So, this, so basically, anytime that I'm not assigned to a job, I don't, I basically I'm not covered by the benefits? Well, correct. Um, so I do know that your personal open enrollment period is 30 days from your first initial paycheck whenever you start an assignment. Um, however, to be considered a rehire, there has to be a break of at least 90 days, uh, between assignments to be eligible again. Um, but like I said, I won't know that anything until I have my back office do an eligibility review on you. Okay. All right. I'll be here waiting for the call back. Okay. Um, so like I said, once I do receive word back, I'll give you a call back. Okay, Romario? All right. Awesome. Well, you have a wonderful day, okay? All right. All right. B-

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, good morning, Justin. Um, so I work for a staffing agency and, um, I was just trying to get my benefits card. Uh, I was trying to get my benefits set up. They told me to call this number.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Uh, Surge Staffing.

Speaker speaker\_0: I'll ask for your social.

Speaker speaker\_1: 0279...

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Romario Forbes.

Speaker speaker\_0: Let's see. Romario, okay. And for security purposes, can you verify your home address including city, state and zip code?

Speaker speaker\_1: 6363 Gray Fox Way, Riverdale, Georgia 30296.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: January 19, 2002.

Speaker speaker\_0: And a good telephone number I have is 724-6381.

Speaker speaker\_1: 724... No, I don't have that number anymore.

Speaker speaker\_0: What's a good telephone number for you?

Speaker speaker\_1: Um, you can put, you can put this number, 770... Um... 770-295-8342.

Speaker speaker\_0: And just to confirm, 770-295-8342?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is roforbes19@outlook?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, quick question. When did you start with Surge Staffing?

Speaker speaker\_1: Um, I started with, um, a little around, I believe July. July, August.

Speaker speaker\_0: Did you start a new assignment here recently?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, because looking at the file, I see two hire dates on you. One from August 30th, and then one from September 9th of 2024. So, just to cover my tracks, um, I 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 the response.

Speaker speaker\_1: So, you guys are going to give me back a resp-, well, are you guys are gonna give me a call back?

Speaker speaker\_0: Yes. I'm going to give you a call back after my back office does an eligibility review to confirm if you were eligible or not.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Um, but until then I receive word back, is there anything else that I can assist you with today, Romario?

Speaker speaker\_1: Um, no. So, this, so basically, anytime that I'm not assigned to a job, I don't, I basically I'm not covered by the benefits?

Speaker speaker\_0: Well, correct. Um, so I do know that your personal open enrollment period is 30 days from your first initial paycheck whenever you start an assignment. Um, however, to be considered a rehire, there has to be a break of at least 90 days, uh, between assignments to be eligible again. Um, but like I said, I won't know that anything until I have my back office do an eligibility review on you.

Speaker speaker\_1: Okay. All right. I'll be here waiting for the call back.

Speaker speaker\_0: Okay. Um, so like I said, once I do receive word back, I'll give you a call back. Okay, Romario?

Speaker speaker\_1: All right.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: All right.

Speaker speaker\_0: All right. B-