

## **Transcript: Pamela**

**Blanc-5348226083799040-6122282269753344**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Yes, ma'am. I got on the My Benefits and a Card website and filled out my insurance. Uh, I work through Surge Staffing and, uh, it said at the top of the page to call to see if I was eligible for enrollment or something like that, and Surge is the one... I just started working through Surge, and the other ones told me to go through there and fill my insurance papers out. Okay, so- But I- Yeah. If you... You want to, um, enroll then, or you don't want it? What's that? For Surge. You said you started working for Surge, right? Yes, ma'am. Okay, so you wanted to decline the auto enrollment, or you w- would you like to enroll in the benefits? Yeah, I was wanting to enroll in the benefits. I just went on y'all's website and filled out my insurance. Like, selected what insurance I wanted. Okay. And I got my confirmation number. Okay. And you want me to check if it went through? Yes, ma'am. That's what I was trying to find out. Okay, may I have the last four digits of your Social? 0143. Your first and last name? Anthony Anderson. Anderson. Mr. Anderson, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My complete address is 790 County Road 1216 Vine Mont, Alabama 35179, and my birthdate is 3/8/87. Thank you. We have a telephone number of 502-566-735227, and your email is- DoralAnderson930- DoralAnderson... Yes, at Gmail. Yes, ma'am. So I see here that you're enrolled in employee plus spouse for dental- Yes, ma'am. ... vision, medical, life insurance, flu vaccine and FreeRx. Yes, ma'am. Okay. So the benefits start the following Monday after we receive the first premium from your employer, and your ID card- Uh-huh. ... generates in the system and mailed out within seven to 10 days. Okay. Is there a way that I could go, uh... Like if I needed to use my insurance, like if I have a doctor's appointment or something before they come to me in the mail, is there a way I can sign my ID, like sign my ID cards? Mm-hmm. So the bene- after the benefits are active, um, it takes about 72 hours for, um, us to be able to get your ID card in the system, or, and we could send you temporary ones to your email. Okay. All right? Anything else I can do for you? No, really, thank you. That's it. I appreciate it. Thank you for giving us a call. Have a great rest of the day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, ma'am. I got on the My Benefits and a Card website and filled out my insurance. Uh, I work through Surge Staffing and, uh, it said at the top of the page to call to see if I was eligible for enrollment or something like that, and Surge is the one... I just started working through Surge, and the other ones told me to go through there and fill my insurance papers out.

Speaker speaker\_1: Okay, so-

Speaker speaker\_2: But I-

Speaker speaker\_1: Yeah. If you... You want to, um, enroll then, or you don't want it?

Speaker speaker\_2: What's that?

Speaker speaker\_1: For Surge. You said you started working for Surge, right?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, so you wanted to decline the auto enrollment, or you w- would you like to enroll in the benefits?

Speaker speaker\_2: Yeah, I was wanting to enroll in the benefits. I just went on y'all's website and filled out my insurance. Like, selected what insurance I wanted.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And I got my confirmation number.

Speaker speaker\_1: Okay. And you want me to check if it went through?

Speaker speaker\_2: Yes, ma'am. That's what I was trying to find out.

Speaker speaker\_1: Okay, may I have the last four digits of your Social?

Speaker speaker\_2: 0143.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Anthony Anderson.

Speaker speaker\_1: Anderson. Mr. Anderson, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: My complete address is 790 County Road 1216 Vine Mont, Alabama 35179, and my birthdate is 3/8/87.

Speaker speaker\_1: Thank you. We have a telephone number of 502-566-735227, and your email is-

Speaker speaker\_2: DoralAnderson930-

Speaker speaker\_1: DoralAnderson... Yes, at Gmail.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: So I see here that you're enrolled in employee plus spouse for dental-

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: ... vision, medical, life insurance, flu vaccine and FreeRx.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So the benefits start the following Monday after we receive the first premium from your employer, and your ID card-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... generates in the system and mailed out within seven to 10 days.

Speaker speaker\_2: Okay. Is there a way that I could go, uh... Like if I needed to use my insurance, like if I have a doctor's appointment or something before they come to me in the mail, is there a way I can sign my ID, like sign my ID cards?

Speaker speaker\_1: Mm-hmm. So the bene- after the benefits are active, um, it takes about 72 hours for, um, us to be able to get your ID card in the system, or, and we could send you temporary ones to your email.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right? Anything else I can do for you?

Speaker speaker\_2: No, really, thank you. That's it. I appreciate it.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too. Thank you.