

Transcript: Pamela

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Full Transcript

Thank you for calling benefits at Hello. ... This is Pamela speaking. How may I help you? Yes, ma'am. I'm calling from Surge Staffing. Um, I'm one of their employees. I wanted to... They told me to call and get my benefits started and all that. I was trying to go to a urgent care or something, and, um, they said I have to call to do all that at a time. So, they told me to go ahead and do that now. It's... Are you calling on behalf of employee? No. I am the employee. Oh. Yeah. And what's the last three digits of your social? Um, 3557. Your first and last name? Patel. First name Neil. Mr. Patel, for security reasons, and just to ensure we are in the correct file, can you please verify your your complete address and date of birth? Yeah. 14 Waterstone Circle, Savannah, Georgia 31405, 0120001. Thank you for the information. We have a telephone number on file, 912-441-6678 and email is npbrunswick@yahoo.com. That's correct. And what is the plan that you would like to enroll to, sir? I don't know what plans you have available. If you would explain it to me. Sure. And I could also send you a complete benefit guide. Um, I don't know if you're aware that these insurance are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. You do have until the 30th of this... of... sorry, the 3- 11th... Let me double-check on that one. Yeah, the 10th. I'm sorry. So this... Today's a Saturday. Until the 9th of May to enroll in these benefits. Mm-hmm. If you would like, I could send you the guide where you can go over the plans and see which one will be the best for you. As I said- Yes, ma'am. ... these are not like major insurance. All right? Yes. So the email will be coming in from info@benefits in a card. Check your spam and junk mail. It might go there. Okay. Um, keep in mind, they have until the 9th or... of May. Also, um, if you would like, I could go ahead and decline the auto enrollment, that way, if you decide not to enroll, you don't have to worry about calling us back and get auto enrolled. Would that work for you? Yeah, I'm going to call it in. I'm going to look at it and I'll, I'll call back today and set up which plan I want. Okay. No problem. Yeah, we usually get them last Eastern time. All right? Yes, ma'am. All right. Thank you for giving us a call. Have a great rest of the day, sir. Yes, ma'am. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling benefits at

Speaker speaker_1: Hello.

Speaker speaker_0: ... This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, ma'am. I'm calling from Surge Staffing. Um, I'm one of their employees. I wanted to... They told me to call and get my benefits started and all that. I was trying to go to a urgent care or something, and, um, they said I have to call to do all that at a time. So, they told me to go ahead and do that now.

Speaker speaker_0: It's... Are you calling on behalf of employee?

Speaker speaker_1: No. I am the employee.

Speaker speaker_0: Oh.

Speaker speaker_1: Yeah.

Speaker speaker_0: And what's the last three digits of your social?

Speaker speaker_1: Um, 3557.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Patel. First name Neil.

Speaker speaker_0: Mr. Patel, for security reasons, and just to ensure we are in the correct file, can you please verify your your complete address and date of birth?

Speaker speaker_1: Yeah. 14 Waterstone Circle, Savannah, Georgia 31405, 0120001.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 912-441-6678 and email is npbrunswick@yahoo.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: And what is the plan that you would like to enroll to, sir?

Speaker speaker_1: I don't know what plans you have available. If you would explain it to me.

Speaker speaker_0: Sure. And I could also send you a complete benefit guide. Um, I don't know if you're aware that these insurance are not like major insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility. You do have until the 30th of this... of... sorry, the 3- 11th... Let me double-check on that one. Yeah, the 10th. I'm sorry. So this... Today's a Saturday. Until the 9th of May to enroll in these benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If you would like, I could send you the guide where you can go over the plans and see which one will be the best for you. As I said-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... these are not like major insurance. All right?

Speaker speaker_1: Yes.

Speaker speaker_0: So the email will be coming in from info@benefits in a card. Check your spam and junk mail. It might go there.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, keep in mind, they have until the 9th or... of May. Also, um, if you would like, I could go ahead and decline the auto enrollment, that way, if you decide not to enroll, you don't have to worry about calling us back and get auto enrolled. Would that work for you?

Speaker speaker_1: Yeah, I'm going to call it in. I'm going to look at it and I'll, I'll call back today and set up which plan I want.

Speaker speaker_0: Okay. No problem. Yeah, we usually get them last Eastern time. All right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: Yes, ma'am. Thank you. Bye-bye.