

Transcript: VICTORIA

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Full Transcript

Thank you for calling Benefits ... This is Victoria. How can I help you? Hi, Victoria. How are you today? Good. How are you? I'm doing well. I was just wondering if you can give me some more information about my healthcare, if I'm... I do work for Surge ... Okay. What's the last four of your Social? And, uh, your first and last name? First it's W-A-R-R... Uh, that's my last. Sorry. Last it's Orr, W-A-R-R, and then my first name is D-A-O-U-D-A. Do you mind verifying your address and date of birth? Uh, November 27, '92, and my address is 5- 752 Countryside Lane, Apartment ... I'm sorry, the phone broke up. What apartment was it? Uh, six. Okay. And that's in Sidney, Ohio, 45365? Yeah. That's correct. Your date of birth? Uh, November... Hmm? I'm sorry, the phone broke out again. I just got November? Uh, 92. The day? 27. Okay. Phone number is 937-622-9377? Yes, ma'am. And then email is your last name first name at gmail.com? That's correct, ma'am. Okay. Give me one second. Okay. So I don't see that you're enrolled into anything as of yet. Nothing? No, sir. You haven't enrolled. Okay. I already thought I didn't enroll something. How did you do that? I don't know. Like, I do work for Surge. That's why I'm asking. Yeah, I mean, I, I understand that you're working for Surge, but I'm showing here that the coverage was declined, the automatic enrollment, at least. Now, you're still eligible to enroll but we haven't received any, like, enrollment form or a phone call where you're requesting to enroll. Okay. Uh, how can I do? Well, you can... Like I said, you can do it over the phone or you can get a enrollment form from your employer and fill it out. Um, do you know what- Yeah. ... the- Do you know how much it will cost me a week or month? It depends on the plan that you choose. Um, I was just about to ask if you know anything about the benefits being offered or what you might want to enroll into. Hello? Yes, ma'am, I can hear you. Okay. Um, do you know what specific plan you would like to enroll into or what is being offered? Uh, I don't have... Like, you can tell me and then I'll see which one is, suits the best for me. Okay. So what I'm gonna do is I'm going to send a copy of the benefits guide to your email. Okay. This benefits guide will go over all of the plans being offered, what they cover and how much they cost. Okay. Once you make a decision you can call us- Yeah. ... back to enroll over the phone, um, and we'll go from there. All right. Sounds good. Um, have you received your first paycheck from them yet? Yeah, I did. Four of those. Okay. So they typically give new hires, uh, 30 days from the date of your first check to get enrolled.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. How are you today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm doing well. I was just wondering if you can give me some more information about my healthcare, if I'm... I do work for Surge ...

Speaker speaker_0: Okay.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_0: And, uh, your first and last name?

Speaker speaker_1: First it's W-A-R-R... Uh, that's my last. Sorry. Last it's Orr, W-A-R-R, and then my first name is D-A-O-U-D-A.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, November 27, '92, and my address is 5- 752 Countryside Lane, Apartment ...

Speaker speaker_0: I'm sorry, the phone broke up. What apartment was it?

Speaker speaker_1: Uh, six.

Speaker speaker_0: Okay. And that's in Sidney, Ohio, 45365?

Speaker speaker_1: Yeah. That's correct.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: Uh, November... Hmm?

Speaker speaker_0: I'm sorry, the phone broke out again. I just got November?

Speaker speaker_1: Uh, 92.

Speaker speaker_0: The day?

Speaker speaker_1: 27.

Speaker speaker_0: Okay. Phone number is 937-622-9377?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is your last name first name at gmail.com?

Speaker speaker_1: That's correct, ma'am.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_0: So I don't see that you're enrolled into anything as of yet.

Speaker speaker_1: Nothing?

Speaker speaker_0: No, sir. You haven't enrolled.

Speaker speaker_1: Okay. I already thought I didn't enroll something.

Speaker speaker_0: How did you do that?

Speaker speaker_1: I don't know. Like, I do work for Surge. That's why I'm asking.

Speaker speaker_0: Yeah, I mean, I, I understand that you're working for Surge, but I'm showing here that the coverage was declined, the automatic enrollment, at least. Now, you're still eligible to enroll but we haven't received any, like, enrollment form or a phone call where you're requesting to enroll.

Speaker speaker_1: Okay. Uh, how can I do?

Speaker speaker_0: Well, you can... Like I said, you can do it over the phone or you can get a enrollment form from your employer and fill it out. Um, do you know what-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the-

Speaker speaker_1: Do you know how much it will cost me a week or month?

Speaker speaker_0: It depends on the plan that you choose. Um, I was just about to ask if you know anything about the benefits being offered or what you might want to enroll into. Hello?

Speaker speaker_1: Yes, ma'am, I can hear you.

Speaker speaker_0: Okay. Um, do you know what specific plan you would like to enroll into or what is being offered?

Speaker speaker_1: Uh, I don't have... Like, you can tell me and then I'll see which one is, suits the best for me.

Speaker speaker_0: Okay. So what I'm gonna do is I'm going to send a copy of the benefits guide to your email.

Speaker speaker_1: Okay.

Speaker speaker_0: This benefits guide will go over all of the plans being offered, what they cover and how much they cost.

Speaker speaker_1: Okay.

Speaker speaker_0: Once you make a decision you can call us-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... back to enroll over the phone, um, and we'll go from there.

Speaker speaker_1: All right. Sounds good.

Speaker speaker_0: Um, have you received your first paycheck from them yet?

Speaker speaker_1: Yeah, I did. Four of those.

Speaker speaker_0: Okay. So they typically give new hires, uh, 30 days from the date of your first check to get enrolled.