

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I need to call to set up some medical insurance. Okay. What's the name of the agency you work for? Surge. And the last four of your Social? 5983. Okay. Uh, and your first and last name? Robert Mitchell. Do you mind verifying your address and date of birth? 510 Pennsylvania Avenue in Jackson, Mississippi 39216. Birth date 9/12/73. Okay. Um, for your address, I have 540 Pennsylvania Avenue. I'm sorry. It is 540. I said 512, but it's 540 Pennsylvania Avenue, Jackson, Mississippi. I'm sorry. I don't know why I said 512. You're fine. Phone number is 601-324-8054? Yeah. And then email is pastormitch12@yahoo.com? That's correct. Okay. Give me one second. Okay. So I see that we have multiple hire dates on file for you. Okay. So I will have to verify your eligibility. Um, but do you know- No, I just started it. I started in August. How do you have multiple hire dates? Yeah. So... I didn't start until August. Okay. So you only have- August, like August 8th. Hold on. I'm gonna stop. So I was just... Yeah. So I was just gonna let you know that you typically only have 30 days from the date of your first paycheck to get enrolled into benefits. Oh. Of course. Um, and for whatever reason, in our system we have multiple hire dates for you. So, uh, I mean, because of that, I was gonna run an eligibility check to see if you're still eligible to enroll. But if you were hired back in August, you would be outside of your eligibility. What multiple dates do they have? What multiple dates do they have? I have August 26th, October 3rd, and October 17th. I wondered did they do that because I just got the new position. You can't help with the October 17th? Shoot. Yeah. Unfortunately, whenever we have multiple hire dates in the system, it's a part of our process to verify eligibility with our- Oh. ... eligibility team. All right. Well, um, all right. Thank you. You're welcome. Did you want me to still verify and check and see if you're eligible? I mean, you can. It may say something. I doubt it. But you can verify it. Okay. I'll just go ahead and check and see. Um, do you know what you're wanting to enroll into specifically? I just need medical. In the case that you are? I just need medical for myself. Okay. There's a couple different medical plans to choose from. I, I don't know nothing about it. Do you know anything about the benefits being offered? I have... I know nothing. They never gave me anything, so I don't know nothing. Okay. So what I'll do- Beef, I got you 700. What I'll do from here is I'll reach out to eligibility, see if you are eligible to enroll, and I'll email you a copy of the benefits guide that goes over all the plans so you can look over that in the meantime. Um, it typically takes about 24 to 48 business hours for a follow-up. You'll give me a call back? Yes, sir. I'll be calling you back. All right. If I don't answer the phone, leave a message. I'm sorry? If I don't answer the phone, please leave a message. Sure. Absolutely. Did you need help with anything else? Nope.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, I need to call to set up some medical insurance.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Surge.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 5983.

Speaker speaker\_1: Okay. Uh, and your first and last name?

Speaker speaker\_2: Robert Mitchell.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: 510 Pennsylvania Avenue in Jackson, Mississippi 39216. Birth date 9/12/73.

Speaker speaker\_1: Okay. Um, for your address, I have 540 Pennsylvania Avenue.

Speaker speaker\_2: I'm sorry. It is 540. I said 512, but it's 540 Pennsylvania Avenue, Jackson, Mississippi. I'm sorry. I don't know why I said 512.

Speaker speaker\_1: You're fine. Phone number is 601-324-8054?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then email is pastormitch12@yahoo.com?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. Give me one second. Okay. So I see that we have multiple hire dates on file for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So I will have to verify your eligibility. Um, but do you know-

Speaker speaker\_2: No, I just started it. I started in August. How do you have multiple hire dates?

Speaker speaker\_1: Yeah. So...

Speaker speaker\_2: I didn't start until August.

Speaker speaker\_1: Okay. So you only have-

Speaker speaker\_2: August, like August 8th. Hold on. I'm gonna stop.

Speaker speaker\_1: So I was just... Yeah. So I was just gonna let you know that you typically only have 30 days from the date of your first paycheck to get enrolled into benefits.

Speaker speaker\_2: Oh. Of course.

Speaker speaker\_1: Um, and for whatever reason, in our system we have multiple hire dates for you. So, uh, I mean, because of that, I was gonna run an eligibility check to see if you're still eligible to enroll. But if you were hired back in August, you would be outside of your eligibility.

Speaker speaker\_2: What multiple dates do they have? What multiple dates do they have?

Speaker speaker\_1: I have August 26th, October 3rd, and October 17th.

Speaker speaker\_2: I wondered did they do that because I just got the new position. You can't help with the October 17th? Shoot.

Speaker speaker\_1: Yeah. Unfortunately, whenever we have multiple hire dates in the system, it's a part of our process to verify eligibility with our-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... eligibility team.

Speaker speaker\_2: All right. Well, um, all right. Thank you.

Speaker speaker\_1: You're welcome. Did you want me to still verify and check and see if you're eligible?

Speaker speaker\_2: I mean, you can. It may say something. I doubt it. But you can verify it.

Speaker speaker\_1: Okay. I'll just go ahead and check and see. Um, do you know what you're wanting to enroll into specifically?

Speaker speaker\_2: I just need medical.

Speaker speaker\_1: In the case that you are?

Speaker speaker\_2: I just need medical for myself.

Speaker speaker\_1: Okay. There's a couple different medical plans to choose from.

Speaker speaker\_2: I, I don't know nothing about it.

Speaker speaker\_1: Do you know anything about the benefits being offered?

Speaker speaker\_2: I have... I know nothing. They never gave me anything, so I don't know nothing.

Speaker speaker\_1: Okay. So what I'll do-

Speaker speaker\_2: Beef, I got you 700.

Speaker speaker\_1: What I'll do from here is I'll reach out to eligibility, see if you are eligible to enroll, and I'll email you a copy of the benefits guide that goes over all the plans so you can look over that in the meantime. Um, it typically takes about 24 to 48 business hours for a follow-up.

Speaker speaker\_2: You'll give me a call back?

Speaker speaker\_1: Yes, sir. I'll be calling you back.

Speaker speaker\_2: All right. If I don't answer the phone, leave a message.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: If I don't answer the phone, please leave a message.

Speaker speaker\_1: Sure. Absolutely. Did you need help with anything else?

Speaker speaker\_2: Nope.