

Transcript: VICTORIA

Taylor-5404354867281920-5559185049305088

Full Transcript

Thank you for calling Benefits on a Cart. This is Victoria. How can I help you? Uh, hi. I got a call from you guys, uh, earlier. I, I called you guys to, um, to renew my insurance. Okay. Um, what is the name of your employer? Oh, um, Poly Tech. Is that the name of the staffing agency you're working through? Oh, oh, oh. Surge. I'm sorry. Gotcha. And the last four of your social? 4111. And I'm sorry, your first and last name. Jackson Burcham. Would it be Jack? Yes. Okay. Do you mind verifying your address and date of birth? Yes. It's, uh, 500 Woodlawn Avenue, Bucyrus, Ohio. Um, and, uh, what- you asked me for her. Your date of birth. Oh, 07/19/89. Okay. So number 419-834-3551? Yep. That's me. And then email is jackcb1931 at Yahoo. Yes. Okay. So it just looks like we were just giving you a call back to let you know about the eligibility for you to enroll. It looks like at this time, you are not eligible to enroll into Benefits. Oh. So you will have to wait for the company's open enrollment period, which typically have during like the August timeframe. Okay. All right. Fair enough. Yes, sir. Did you need help with anything else? No, that... I think that'll do it for now. Thank you. You're welcome. You have a wonderful day. You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Uh, hi. I got a call from you guys, uh, earlier. I, I called you guys to, um, to renew my insurance.

Speaker speaker_0: Okay. Um, what is the name of your employer?

Speaker speaker_1: Oh, um, Poly Tech.

Speaker speaker_0: Is that the name of the staffing agency you're working through?

Speaker speaker_1: Oh, oh, oh. Surge. I'm sorry.

Speaker speaker_0: Gotcha. And the last four of your social?

Speaker speaker_1: 4111.

Speaker speaker_0: And I'm sorry, your first and last name.

Speaker speaker_1: Jackson Burcham.

Speaker speaker_0: Would it be Jack?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Yes. It's, uh, 500 Woodlawn Aven- Avenue, Bucyrus, Ohio. Um, and, uh, what- you asked me for her.

Speaker speaker_0: Your date of birth.

Speaker speaker_1: Oh, 07/19/89.

Speaker speaker_0: Okay. So number 419-834-3551?

Speaker speaker_1: Yep. That's me.

Speaker speaker_0: And then email is jackcb1931 at Yahoo.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So it just looks like we were just giving you a call back to let you know about the eligibility for you to enroll. It looks like at this time, you are not eligible to enroll into Benefits.

Speaker speaker_1: Oh.

Speaker speaker_0: So you will have to wait for the company's open enrollment period, which typically have during like the August timeframe.

Speaker speaker_1: Okay. All right. Fair enough.

Speaker speaker_0: Yes, sir. Did you need help with anything else?

Speaker speaker_1: No, that... I think that'll do it for now. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.