

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits at a Card, this is Chris. How can I help you today? Yes, I'm calling... Um, I'm going through TRC staffing. Mm-hmm. And I'm calling because I just looked at spam. I was wondering when, uh, the open enrollment was and I looked, and it's passed open enrollment. I'm like, I never even got notification. It went straight to spam. Is it too late for me to apply for benefits? Um, let me... Let me look. One- Okay. ... one moment. TRC's open enrollment. Let's see here. Yeah. Unfortunately, it looks like their open enrollment is now passed. Um, so yeah, with that, um... The only way to enroll now would be either if you are a new hire or if you've had a qualifying life event in the last 30 days, which would be something like losing insurance from another insurance company. Oh. Well, they need to put it more better into your emails or notify you, or it's gonna be missing from a lot of people. It came into our spam. O- okay, ma'am. So the, the... Like, that would be something you'd discuss with TRC as they're the ones who determine when open enrollment is and they're the ones that notify you guys about it. Hmm. Okay, thank you. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits at a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, I'm calling... Um, I'm going through TRC staffing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And I'm calling because I just looked at spam. I was wondering when, uh, the open enrollment was and I looked, and it's passed open enrollment. I'm like, I never even got notification. It went straight to spam. Is it too late for me to apply for benefits?

Speaker speaker_1: Um, let me... Let me look. One-

Speaker speaker_2: Okay.

Speaker speaker_1: ... one moment. TRC's open enrollment. Let's see here. Yeah. Unfortunately, it looks like their open enrollment is now passed. Um, so yeah, with that, um... The only way to enroll now would be either if you are a new hire or if you've had a qualifying life event in the last 30 days, which would be something like losing insurance from another

insurance company.

Speaker speaker_2: Oh. Well, they need to put it more better into your emails or notify you, or it's gonna be missing from a lot of people. It came into our spam.

Speaker speaker_1: O- okay, ma'am. So the, the... Like, that would be something you'd discuss with TRC as they're the ones who determine when open enrollment is and they're the ones that notify you guys about it.

Speaker speaker_2: Hmm. Okay, thank you.

Speaker speaker_1: You're welcome. Have a good day.