

Transcript: Estefania

Acevedo-4865669326880768-4843744458358784

Full Transcript

Thank you for calling Benefits 100. My name is Stephanie. How can I assist you? Huh, hello. Hi. Okay. How can I help you? I'm calling to enroll an insurance for my agency. Okay. What staffing agency is it? Partner's Personnel. And then what are the last four of your social? 6797. Your first and last name, please. Adrian Castaneda. Okay. Okay. There may be another last name, Lozano, connected to it. If not... Okay. Can you go on our... What was that first last name you gave me? Castaneda. Okay. For security purposes, can you verify your address and date of birth? 24429 Fir, F-I-R, Avenue, Moreno Valley, CA 92553 zip code. Okay. And bi-date of birth is June 9... uh, 06/19/20- 2002. Okay. And then 951-563-4- 4344 is your phone number? Uh, 4344, yes. And then I have your first name, last name, 089 at gmail.com. Is that up to date? Yes. How long have you been working with them? I believe for two months, 30... no, 60 days. More than... Little- little over 60 days. Okay. Um, in the last 30 days, have you experienced a quality life event such as a loss of benefit, gotten married, divorced, had a baby, or adopted? No. No? Okay. So I wouldn't be able to enroll you at this time into the benefits 'cause they only give you two periods when you're eligible. So the first period, they consider it your personal open enrollment, which means the first 30 days from the time that you receive your very first check. After those 30 days are up though, then that period would be within company open enrollment, which for them, it's in the month of October. Um, so it looks like you missed your enrollment already. Okay. But if you do wanna enroll, you... it doesn't mean that you can't. It just means that you would have to wait till, um, Partner's Personnel be back within company open enrollment. And last year, like I said, they did it in October, so it's definitely in October again this year. But, um, let me see when was the dates? The dates might change, but it's definitely around October. Let me see when it was last year. It was between October 14 till October 25th. So it might be within like one or two days after or before, but it's definitely held in October. Okay. All righty then. Um... Mm-hmm. Mm-hmm. All right. Uh, uh, I will just take that into consideration. Okay. Yes, sir. Thank you. I hope you have a great day. All right. All right then. Thank you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 100. My name is Stephanie. How can I assist you?

Speaker speaker_1: Huh, hello. Hi.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: I'm calling to enroll an insurance for my agency.

Speaker speaker_0: Okay. What staffing agency is it?

Speaker speaker_1: Partner's Personnel.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 6797.

Speaker speaker_0: Your first and last name, please.

Speaker speaker_1: Adrian Castaneda.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: There may be another last name, Lozano, connected to it. If not...

Speaker speaker_0: Okay. Can you go on our... What was that first last name you gave me?

Speaker speaker_1: Castaneda.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 24429 Fir, F-I-R, Avenue, Moreno Valley, CA 92553 zip code.

Speaker speaker_0: Okay.

Speaker speaker_1: And bi- date of birth is June 9... uh, 06/19/20- 2002.

Speaker speaker_0: Okay. And then 951-563-4- 4344 is your phone number?

Speaker speaker_1: Uh, 4344, yes.

Speaker speaker_0: And then I have your first name, last name, 089 at gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: How long have you been working with them?

Speaker speaker_1: I believe for two months, 30... no, 60 days. More than... Little- little over 60 days.

Speaker speaker_0: Okay. Um, in the last 30 days, have you experienced a quality life event such as a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay. So I wouldn't be able to enroll you at this time into the benefits 'cause they only give you two periods when you're eligible. So the first period, they consider it your personal open enrollment, which means the first 30 days from the time that you receive your very first check. After those 30 days are up though, then that period would be within company open enrollment, which for them, it's in the month of October. Um, so it looks like

you missed your enrollment already.

Speaker speaker_1: Okay.

Speaker speaker_0: But if you do wanna enroll, you... it doesn't mean that you can't. It just means that you would have to wait till, um, Partner's Personnel be back within company open enrollment. And last year, like I said, they did it in October, so it's definitely in October again this year. But, um, let me see when was the dates? The dates might change, but it's definitely around October. Let me see when it was last year. It was between October 14 till October 25th. So it might be within like one or two days after or before, but it's definitely held in October.

Speaker speaker_1: Okay. All righty then. Um...

Speaker speaker_0: Mm-hmm. Mm-hmm.

Speaker speaker_1: All right. Uh, uh, I will just take that into consideration.

Speaker speaker_0: Okay. Yes, sir. Thank you. I hope you have a great day.

Speaker speaker_1: All right. All right then. Thank you too.