

## **Transcript: Estefania**

**Acevedo-4906965203730432-5682116170137600**

### **Full Transcript**

Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. I'm calling, I'm interested in enrolling. Okay. What staff and agency do you work for? MAU. And then what are the last four of your Social? 5424. And your first and last name? Corey, C-O-R-E-Y. And last name Sims, S-I-M-S. Okay. For security purposes, can you verify your address and date of birth? Uh, my address that you would have on file is 821 Florida Street, Columbia- Newberry, South Carolina, 29108. My birthday is February 1, '69. I have a different address. Oh, 10033, um, I think it's 1033 CR Coon Highway, Newberry or something. It's not, it's not that one either. If you don't remember- What is it? ... you can always verify your full Social, because it's never been- Okay. Let me verify it through the Social number. 249-41-5424. I have the 1602 Bonaire Drive, Columbia, South Carolina. Oh, no, no. That, that one don't file. Okay. Um, what's the new address? Oh, gosh. Um... Well, I'll tell you what. Leave that one on file 'til I get the, uh, right address, because I think it's 1033... I can't remember. But it's CR Coon Highway. Okay. Yeah. And then, um, is 803-922-740 your phone number? Uh, let's do 940-803-940-1828. Okay. Thank you. You said 940-18-28? Yep. 940-18-28? That's right. Mm-hmm. Okay. And then what about your email? Is it still K-O-R-Y Sims21@gmail.com? That's correct. Okay. Um, within the last 30 days, have you lost benefit, gotten married, divorced, had a baby or adopted? Uh, well, the last 30 days, I lost a benefit because I- I had stopped working, but I'm back to work now. Okay. So within the 30 days. Okay. So, I would have to email you a Quality Life Event email, which means you would have to provide information that states that within the last 30 days, um, you have experienced- But it's like, well, it was, it's been since fall. I've been out of work since September. Oh, okay. Um, 'cause for me to enroll you, you would have to be within the first 30 days of receiving your first check, or be within company open enrollment. Um, let me see when- Oh, girl. They told me- ... and make sure you- ... I can enroll today. No. Um, usually you have to do it within two periods. Oh, okay. Within your first three days, which they consider your personal open enrollment, or within company open enrollment period, which for MAU actually passed, not too... long ago. It was between December 23rd up until January 31st. Well, I thought you just left off the train of thought 'cause you told me I could do, I could sign up today. No. It does not work like that. Uh, you would have to be- Okay. ... within the first 30 days, which is your personal open enrollment, or within company open enrollment period, which is typically done- So I can do that? ... within the same month every year. So I gotta wait, I gotta wait 'til at least get, uh, two paychecks and then I can call back and enroll? Uh, no. Within the first 30 days of your first check. The very first one. Okay. So when I get my first check, wait 30 days after I get my first check, is what you're saying? Um, have you not received it? Are you just now like working with them again? Yeah. I just started today. Oh, okay. Gotcha. So if you actually want, I can go ahead and do a eligibility review, um, and then the main office will notify me if you are

eligible to enroll into the benefits. Okay. We can do that, ma'am. Okay. Um, is that a good contact number, the one you gave me? 803-940-1828? Yes, ma'am. Okay. And then, um, I'm gonna go ahead and send that email. It usually takes like 24 hours, it could be less, for them to let me know if you're eligible or not. Um, and then I'll be contacting you to let you know if you can enroll into the benefits. So I'll be sending that to you. Okay. That's fine. Okay? Okay. Did you have any other questions? Thank you. No, ma'am. That's it. All right. Well, I hope you have a great day. Okay. You too.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, Stephanie. I'm calling, I'm interested in enrolling.

Speaker speaker\_0: Okay. What staff and agency do you work for?

Speaker speaker\_1: MAU.

Speaker speaker\_0: And then what are the last four of your Social?

Speaker speaker\_1: 5424.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Corey, C-O-R-E-Y. And last name Sims, S-I-M-S.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Uh, my address that you would have on file is 821 Florida Street, Columbia- Newberry, South Carolina, 29108. My birthday is February 1, '69.

Speaker speaker\_0: I have a different address.

Speaker speaker\_1: Oh, 10033, um, I think it's 1033 CR Coon Highway, Newberry or something.

Speaker speaker\_0: It's not, it's not that one either. If you don't remember-

Speaker speaker\_1: What is it?

Speaker speaker\_0: ... you can always verify your full Social, because it's never been-

Speaker speaker\_1: Okay. Let me verify it through the Social number. 249-41-5424.

Speaker speaker\_0: I have the 1602 Bonaire Drive, Columbia, South Carolina.

Speaker speaker\_1: Oh, no, no. That, that one don't file.

Speaker speaker\_0: Okay. Um, what's the new address?

Speaker speaker\_1: Oh, gosh. Um... Well, I'll tell you what. Leave that one on file 'til I get the, uh, right address, because I think it's 1033... I can't remember. But it's CR Coon Highway.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then, um, is 803-922-740 your phone number?

Speaker speaker\_1: Uh, let's do 940-803-940-1828.

Speaker speaker\_0: Okay. Thank you. You said 940-18-28?

Speaker speaker\_1: Yep.

Speaker speaker\_0: 940-18-28?

Speaker speaker\_1: That's right. Mm-hmm.

Speaker speaker\_0: Okay. And then what about your email? Is it still K-O-R-Y Sims21@gmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. Um, within the last 30 days, have you lost benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker\_1: Uh, well, the last 30 days, I lost a benefit because I- I had stopped working, but I'm back to work now.

Speaker speaker\_0: Okay. So within the 30 days. Okay. So, I would have to email you a Quality Life Event email, which means you would have to provide information that states that within the last 30 days, um, you have experienced-

Speaker speaker\_1: But it's like, well, it was, it's been since fall. I've been out of work since September.

Speaker speaker\_0: Oh, okay. Um, 'cause for me to enroll you, you would have to be within the first 30 days of receiving your first check, or be within company open enrollment. Um, let me see when-

Speaker speaker\_1: Oh, girl. They told me-

Speaker speaker\_0: ... and make sure you-

Speaker speaker\_1: ... I can enroll today.

Speaker speaker\_0: No. Um, usually you have to do it within two periods.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Within your first three days, which they consider your personal open enrollment, or within company open enrollment period, which for MAU actually passed, not too... long ago. It was between December 23rd up until January 31st.

Speaker speaker\_1: Well, I thought you just left off the train of thought 'cause you told me I could do, I could sign up today.

Speaker speaker\_0: No. It does not work like that. Uh, you would have to be-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... within the first 30 days, which is your personal open enrollment, or within company open enrollment period, which is typically done-

Speaker speaker\_1: So I can do that?

Speaker speaker\_0: ... within the same month every year.

Speaker speaker\_1: So I gotta wait, I gotta wait 'til at least get, uh, two paychecks and then I can call back and enroll?

Speaker speaker\_0: Uh, no. Within the first 30 days of your first check. The very first one.

Speaker speaker\_1: Okay. So when I get my first check, wait 30 days after I get my first check, is what you're saying?

Speaker speaker\_0: Um, have you not received it? Are you just now like working with them again?

Speaker speaker\_1: Yeah. I just started today.

Speaker speaker\_0: Oh, okay. Gotcha. So if you actually want, I can go ahead and do a eligibility review, um, and then the main office will notify me if you are eligible to enroll into the benefits.

Speaker speaker\_1: Okay. We can do that, ma'am.

Speaker speaker\_0: Okay. Um, is that a good contact number, the one you gave me? 803-940-1828?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then, um, I'm gonna go ahead and send that email. It usually takes like 24 hours, it could be less, for them to let me know if you're eligible or not. Um, and then I'll be contacting you to let you know if you can enroll into the benefits. So I'll be sending that to you.

Speaker speaker\_1: Okay. That's fine.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Did you have any other questions?

Speaker speaker\_1: Thank you. No, ma'am. That's it.

Speaker speaker\_0: All right. Well, I hope you have a great day.

Speaker speaker\_1: Okay. You too.