

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 1000. My name is Stephanie. How can I assist you? Hi. I'm calling to see about some benefits for myself. Okay. Get some quotes. What staffing agency do you work for? Serge. Okay. And then, what are the last four of your Social? 4402. I'm sorry? 4402. Okay, thank you. What's your first and last name, sir? Benjamin Rush. I'm sorry. It sounds like you're far. I heard Rush at the end. Is that the last name? Yeah, Rush. Go ahead and repeat. R-U-S-H, Benjamin. Okay, thank you. All right. For security purposes, I do need you to verify your address as well as your date of birth for me. Yeah. It's 4000 Alpine Parkway, Lot B2, Painesville, Ohio 43360-51084. Okay. Is your phone number 539-5229? No. No? Okay, what's the new phone number? yeah, -8275. Okay, thank you. And then I have brush, B-R-U-S-H, 7876@gmail.com as your email file. Is that still up to date? Um, no. So it's your first initial and then your last name. No. Give me one second. I'll tell you what it is. Uh, benrush274@gmail.com. Okay, thank you. Okay. Um, how long have you been working with them? Uh, going on two months. Okay. Um, in the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby or adopted? No. No? Okay. So right now, I wouldn't be able to enroll you because you're out of your personal open enrollment period, so that's the first 30 days of receiving your very first check, and then company isn't in company open enrollment right now. Um, let me verify to see in what month they're in company open enrollment. So for Surge Staffing, it's in the month of August. So you would have to call, um, in the month of August to enroll into any benefits or experience quality ... like the ones I just mentioned to be eligible. I don't get it. I can't- So- ... pay for health insurance right now. I have to wait till August? Yes, because there's only two periods when you're allowed to enroll in, into any healthcare benefits. So the first one would be your personal, which is the first 30 days after the day that you receive your very first check, or when the company's in their company open enrollment, which, um, for Surge Staffing is in the month of August. Right, but shouldn't I have been opted in after my first 30 days, which I've already gotten? So, you got opted out. When you- Oh, I should've been opted in. Yeah. So it looks like you called on November 4th to opt out from the auto enrollment. Oh. Mm-hmm. Well, that's not good. It's not- I need some insurance now. Yeah. Unfortunately, I can't enroll you anymore. You're out of your windows. Wow. Um, okay. I will find something else, I guess. I'm sorry. No, no, no. But you're welcome to call back in August. Oh, it's not gonna do me no good. I don't even know that- you don't know how bad I needed this insurance. Like, I had sur- uh, surgeries and everything else set up, and now I can't get it done. I'm sorry. Yeah. So I'll figure it out. Okay. Thank you for your time. No problem. I hope you have a great day. Yeah. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 1000. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. I'm calling to see about some benefits for myself.

Speaker speaker_0: Okay.

Speaker speaker_1: Get some quotes.

Speaker speaker_0: What staffing agency do you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: Okay. And then, what are the last four of your Social?

Speaker speaker_1: 4402.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: 4402.

Speaker speaker_0: Okay, thank you. What's your first and last name, sir?

Speaker speaker_1: Benjamin Rush.

Speaker speaker_0: I'm sorry. It sounds like you're far. I heard Rush at the end. Is that the last name?

Speaker speaker_1: Yeah, Rush.

Speaker speaker_0: Go ahead and repeat.

Speaker speaker_1: R-U-S-H, Benjamin.

Speaker speaker_0: Okay, thank you. All right. For security purposes, I do need you to verify your address as well as your date of birth for me.

Speaker speaker_1: Yeah. It's 4000 Alpine Parkway, Lot B2, Painesville, Ohio 43360-51084.

Speaker speaker_0: Okay. Is your phone number 539-5229?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay, what's the new phone number?

Speaker speaker_1: yeah, -8275.

Speaker speaker_0: Okay, thank you. And then I have brush, B-R-U-S-H, 7876@gmail.com as your email file. Is that still up to date?

Speaker speaker_1: Um, no.

Speaker speaker_0: So it's your first initial and then your last name.

Speaker speaker_1: No. Give me one second. I'll tell you what it is. Uh, benrush274@gmail.com.

Speaker speaker_0: Okay, thank you. Okay. Um, how long have you been working with them?

Speaker speaker_1: Uh, going on two months.

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

Speaker speaker_1: No.

Speaker speaker_0: No? Okay. So right now, I wouldn't be able to enroll you because you're out of your personal open enrollment period, so that's the first 30 days of receiving your very first check, and then company isn't in company open enrollment right now. Um, let me verify to see in what month they're in company open enrollment. So for Surge Staffing, it's in the month of August. So you would have to call, um, in the month of August to enroll into any benefits or experience quality

Speaker speaker_1: ... like the ones I just mentioned to be eligible. I don't get it. I can't-

Speaker speaker_0: So-

Speaker speaker_1: ... pay for health insurance right now. I have to wait till August?

Speaker speaker_0: Yes, because there's only two periods when you're allowed to enroll in, into any healthcare benefits. So the first one would be your personal, which is the first 30 days after the day that you receive your very first check, or when the company's in their company open enrollment, which, um, for Surge Staffing is in the month of August.

Speaker speaker_1: Right, but shouldn't I have been opted in after my first 30 days, which I've already gotten?

Speaker speaker_0: So, you got opted out. When you-

Speaker speaker_1: Oh, I should've been opted in.

Speaker speaker_0: Yeah. So it looks like you called on November 4th to opt out from the auto enrollment.

Speaker speaker_1: Oh.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Well, that's not good.

Speaker speaker_0: It's not-

Speaker speaker_1: I need some insurance now.

Speaker speaker_0: Yeah. Unfortunately, I can't enroll you anymore. You're out of your windows.

Speaker speaker_1: Wow. Um, okay. I will find something else, I guess.

Speaker speaker_0: I'm sorry.

Speaker speaker_1: No, no, no.

Speaker speaker_0: But you're welcome to call back in August.

Speaker speaker_1: Oh, it's not gonna do me no good. I don't even know that- you don't know how bad I needed this insurance. Like, I had sur- uh, surgeries and everything else set up, and now I can't get it done.

Speaker speaker_0: I'm sorry.

Speaker speaker_1: Yeah. So I'll figure it out.

Speaker speaker_0: Okay. Thank you for your time.

Speaker speaker_1: No problem.

Speaker speaker_0: I hope you have a great day.

Speaker speaker_1: Yeah. You too.