

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Terrence Comic and, uh, I got a, um, I guess I got a call from you guys earlier. I just, uh, I was asleep. I didn't, uh, see that, and then I, I realized I had an email from you as well. Um, it says a enrollment information request, um, uh, benefits offered by your employer TRC. Okay. Yes, sir. Um, so we're the healthcare administrators for staffing agencies. If you receive a call, you're probably within your personal open enrollment or- Okay. ... within company open enrollment, or it probably has to do with your enrollment form. Okay. Yeah. It did say something about enrollment. What kind of agency are you affiliated with? Yeah. Yeah. Uh, I just- Oh, okay. So it sounds like- I, I . Mm-hmm. Mm-hmm. Go ahead. Okay. So it sounds like you probably filled out a, an enrollment form and something went wrong on that enrollment form and we're probably trying to reach out to get some clarification on- Okay. ... if you want to enroll or not, or if you're missing like dependents' information. I have help in here but I don't know where. If you want, I can get in your file and actually verify. Okay. Okay. Yeah. That's fine. Gotcha. Did you fill out an enrollment form, though? Because if you filled out a enrollment form, something probably went wrong there. But I can check real quick. Okay. Yeah. Um, okay. So like, I just got the job, maybe like two days ago. So I haven't even... I, I, I don't start until May 9th, and I'm- Gotcha. ... I'm not supposed to go into the office until the 7th. Mm-hmm. So I haven't... I don't know if it's something that maybe they did send some emails. I can check. Like some en- yeah, that's fine. Um, y- what staffing agency were you with, with again? I'm sorry. It's, uh, TRC, like Tango, Romeo, Charlie. Okay. And then, what are the last four of your Social? It's, uh, 3402. Then, um, can you please verify your address and date of birth for me? Yeah. Uh, date of birth is June 20th, 1988. And, uh, my address is 616 Snowy Orchid Lane. That's gonna be in DeSoto, Texas. And, uh, the zip is 75115. Then I have 682-888-3138 as your phone number? Yeah. Then I have T and then your last name @gmail.com. Is that up to date? Yeah. That's correct. Yes, ma'am. Okay. So it looks like we were processing an enrollment form that you... the offer. And it looks like you selected a plan or two, but you also selected not to participate. So we were actually calling- Oh. Okay. ... to see if you wanted to enroll or if you wanted to decline the coverage, 'cause it looks like in your enrollment form you selected dental for employee only, life for employee only, but then you selected "I choose not to participate." Okay. Okay. Yeah. Um, yeah. You can, uh, you can just put "I, I choose not to participate." Okay. So it looks like they already declined it, um, since we- Okay. ... didn't know if you wanted to enroll or not. But yeah, that was the reason for the call. Just in case you did wanna enroll in the future, they do give you 30 days from the time that you receive your first check to be eligible to enroll, or within company open enrollment, which I can check real quick to see what month that falls into. Oh. But it looks like you already declined either way. Mm-hmm.

Okay. All right. I appreciate you. Did you have any other questions? Let me provide that, uh, company open enrollment just in case in the future you might want to enroll. It's usually held within the month of, from September up until October. Okay. Okay. All right. But it's declined either way already. Okay. Okay. All right. Did you need anything else from me? Uh, that'll be all. Thank you so much. You're welcome. Have a nice day. All right. You too, brother.

Conversation Format

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

Speaker speaker_1: Hi, Stephanie. My name is Terrence Comic and, uh, I got a, um, I guess I got a call from you guys earlier. I just, uh, I was asleep. I didn't, uh, see that, and then I, I realized I had an email from you as well. Um, it says a enrollment information request, um, uh, benefits offered by your employer TRC.

Speaker speaker_0: Okay. Yes, sir. Um, so we're the healthcare administrators for staffing agencies. If you receive a call, you're probably within your personal open enrollment or-

Speaker speaker_1: Okay.

Speaker speaker_0: ... within company open enrollment, or it probably has to do with your enrollment form.

Speaker speaker_1: Okay. Yeah. It did say something about enrollment.

Speaker speaker_0: What kind of agency are you affiliated with?

Speaker speaker_1: Yeah. Yeah. Uh, I just-

Speaker speaker_0: Oh, okay. So it sounds like-

Speaker speaker_1: I, I . Mm-hmm.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Go ahead. Okay.

Speaker speaker_0: So it sounds like you probably filled out a, an enrollment form and something went wrong on that enrollment form and we're probably trying to reach out to get some clarification on-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if you want to enroll or not, or if you're missing like dependents' information.

Speaker speaker_1: I have help in here but I don't know where.

Speaker speaker_0: If you want, I can get in your file and actually verify.

Speaker speaker_1: Okay. Okay. Yeah. That's fine.

Speaker speaker_0: Gotcha. Did you fill out an enrollment form, though? Because if you filled out a enrollment form, something probably went wrong there. But I can check real quick.

Speaker speaker_1: Okay. Yeah. Um, okay. So like, I just got the job, maybe like two days ago. So I haven't even... I, I, I don't start until May 9th, and I'm-

Speaker speaker_0: Gotcha.

Speaker speaker_1: ... I'm not supposed to go into the office until the 7th.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So I haven't... I don't know if it's something that maybe they did send some emails.

Speaker speaker_0: I can check.

Speaker speaker_1: Like some en- yeah, that's fine.

Speaker speaker_0: Um, y- what staffing agency were you with, with again? I'm sorry.

Speaker speaker_1: It's, uh, TRC, like Tango, Romeo, Charlie.

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

Speaker speaker_1: It's, uh, 3402.

Speaker speaker_0: Then, um, can you please verify your address and date of birth for me?

Speaker speaker_1: Yeah. Uh, date of birth is June 20th, 1988. And, uh, my address is 616 Snowy Orchid Lane. That's gonna be in DeSoto, Texas. And, uh, the zip is 75115.

Speaker speaker_0: Then I have 682-888-3138 as your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: Then I have T and then your last name @gmail.com. Is that up to date?

Speaker speaker_1: Yeah. That's correct. Yes, ma'am.

Speaker speaker_0: Okay. So it looks like we were processing an enrollment form that you... the offer. And it looks like you selected a plan or two, but you also selected not to participate. So we were actually calling-

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: ... to see if you wanted to enroll or if you wanted to decline the coverage, 'cause it looks like in your enrollment form you selected dental for employee only, life for employee only, but then you selected "I choose not to participate."

Speaker speaker_1: Okay. Okay. Yeah. Um, yeah. You can, uh, you can just put "I, I choose not to participate."

Speaker speaker_0: Okay. So it looks like they already declined it, um, since we-

Speaker speaker_1: Okay.

Speaker speaker_0: ... didn't know if you wanted to enroll or not. But yeah, that was the reason for the call. Just in case you did wanna enroll in the future, they do give you 30 days from the time that you receive your first check to be eligible to enroll, or within company open enrollment, which I can check real quick to see what month that falls into.

Speaker speaker_1: Oh.

Speaker speaker_0: But it looks like you already declined either way. Mm-hmm.

Speaker speaker_1: Okay. All right. I appreciate you.

Speaker speaker_0: Did you have any other questions? Let me provide that, uh, company open enrollment just in case in the future you might want to enroll. It's usually held within the month of, from September up until October.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right. But it's declined either way already.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: All right. Did you need anything else from me?

Speaker speaker_1: Uh, that'll be all. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: All right. You too, brother.