

Transcript: Estefania

Acevedo-5530020008476672-5196984066818048

Full Transcript

Hey, good morning. Thank you for calling Better, Better Card. My name is Stephanie. How can I assist you? Hello, uh, my name is Ayeli. Uh, I work for OnTrack Staffing. And, uh- How can I help you? Uh, yes. I want to, uh, like, cancel one of my, uh, my plan and then- Mm-hmm. ... uh, en- enroll for a couple of others. Okay. I can check to see if you're within your company open enrollment or personal open enrollment to do that. But can I please get the last four of your social? Okay. Uh, 5261. And your first and last name, please? Ayeli Kuno. Thank you. For security purposes, can you verify the address that I have on file? Also, your birthdate. Uh, 14100 Montford Drive. Um, Apartment, uh, 4128. SS75254. And, uh, you said date of, date of birth, right? Yes, sir. Uh, 9-24-1990. Okay. 832-406-1237 is your phone number? Yes. Then I have ts as in Tom, hs as in Henry, i as in eyes, bs in boy, a as in apple, us in unicorn, l as in lap, ts as in Thomas, and k- uh, kayla@outlook.com? Yes. Okay, thank you. All right, so which one did you wanna take off? Um, I was gonna tell you that- Mm-hmm. ... only in two periods you're eligible to add new plans, um, which would be considered y- the first 30 days of you receiving your first check or- Mm-hmm. ... um, within your company open enrollment, which for OnTrack, it's in the month of July. Hmm. So right now, wouldn't be able to, um, to add new plans, but you can take off. It looks like right now you have dental and short-term disability and you're paying a weekly deduction of \$18.39. So I can take stuff off, but I can't add new plans, unfortunately. Um, if you wanna add new stuff, you would have to wait- I- ... 'til the month of July when- Oh, okay. I- I thought I was still in the mm-hmm. No, go ahead, please. Um, in the month of July, that's when they have their company open enrollment. It looks like last year, it was between July 8th up until July 31st. And the dates might change, but it's definitely in July. Oh, okay. I thought I was still, uh, in the 30-day window. Uh- Okay. Um, let me double-check real quick. Yeah. Because I think my first paycheck was February... I think 6th or February 2nd, something like that. Okay. Give me one second. Mm-hmm. Oh. I thought she was... Oh, Hello? Okay, sir. Thank you for your hold. So for, um... I just verified and you have different hire dates. We do have to do a eligibility check and I'll give you a call as soon as I get that email back, and it should be today. Is that a good number to contact you, 832-406-1237? Yes, it's good number but, uh, I'm gonna be at work so... We don't use the phone on the floor. Okay. Um, well, I'll still give you a call 'cause I do have to do that first. Mm-hmm. Okay, okay. All right. But I should be getting a response pretty quick 'cause they're aware that I'm sending this email. Ah, okay. Okay. All right. No problem. Okay? So that you- So I have to- Go ahead. ... do that first 'cause they do have to- Okay. ... do that eligibility review to see if those changes are allowed and then once they let me know, I'll call you right back. And if you don't answer, I'll leave you a voice message and you're welcome to call back whenever you have a chance. But I will- Oh. ... definitely be calling you today. Oh, okay. All right. So in the meantime, uh, should I go ahead and remove the one I want to, to remove or... It's your

choice. I don't know if you just wa- ... do nothing. Wait. Um, it's your choice. I don't know if you just wanna wait til, til they let me know so that you can do everything at once. But it's totally your option. It's whatever you want. We can either- Well- ... do it now or you can do it whenever, um, I get a response 'cause if she says that it's okay, then I'll go ahead and we'll go ahead and do those changes. Um, but it's- Okay. ... your choice. It's whatever- Okay. Um. ... you wanna do. Oh. Oh. Okay. So I think I'm gonna go ahead and... Is, is, is the, is the dental, the dental plan that I want to, to take out? Okay, you don't- Okay. ... want down no more? Uh, no more, yes, because I got one through the marketplace so, uh, I don't want that one. Oh, okay. And you just wanna keep short-term disability for now? For 394 a week? Exactly. Exactly. Okay. Um, and I just wanted to let you know that it does take seven to 10 days for any changes to process, so there may be a chance that you may experience one or two deductions still of 18.39, okay? Okay. All right. But I'll be giving you a call back. All right. Thanks so much. You're welcome. Have a nice day, sir. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hey, good morning. Thank you for calling Better, Better Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello, uh, my name is Ayeli. Uh, I work for OnTrack Staffing. And, uh-

Speaker speaker_0: How can I help you?

Speaker speaker_1: Uh, yes. I want to, uh, like, cancel one of my, uh, my plan and then-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... uh, en- enroll for a couple of others.

Speaker speaker_0: Okay. I can check to see if you're within your company open enrollment or personal open enrollment to do that. But can I please get the last four of your social?

Speaker speaker_1: Okay. Uh, 5261.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Ayeli Kuno.

Speaker speaker_0: Thank you. For security purposes, can you verify the address that I have on file? Also, your birthdate.

Speaker speaker_1: Uh, 14100 Montford Drive. Um, Apartment, uh, 4128. SS75254. And, uh, you said date of, date of birth, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, 9-24-1990.

Speaker speaker_0: Okay. 832-406-1237 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Then I have ts as in Tom, hs as in Henry, i as in eyes, bs in boy, a as in apple, us in unicorn, l as in lap, ts as in Thomas, and k- uh, kayla@outlook.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, thank you. All right, so which one did you wanna take off? Um, I was gonna tell you that-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... only in two periods you're eligible to add new plans, um, which would be considered y- the first 30 days of you receiving your first check or-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... um, within your company open enrollment, which for OnTrack, it's in the month of July.

Speaker speaker_1: Hmm.

Speaker speaker_0: So right now, wouldn't be able to, um, to add new plans, but you can take off. It looks like right now you have dental and short-term disability and you're paying a weekly deduction of \$18.39. So I can take stuff off, but I can't add new plans, unfortunately. Um, if you wanna add new stuff, you would have to wait-

Speaker speaker_1: I-

Speaker speaker_0: ... 'til the month of July when-

Speaker speaker_1: Oh, okay. I- I thought I was still in the mm-hmm. No, go ahead, please.

Speaker speaker_0: Um, in the month of July, that's when they have their company open enrollment. It looks like last year, it was between July 8th up until July 31st. And the dates might change, but it's definitely in July.

Speaker speaker_1: Oh, okay. I thought I was still, uh, in the 30-day window. Uh-

Speaker speaker_0: Okay. Um, let me double-check real quick.

Speaker speaker_1: Yeah. Because I think my first paycheck was February... I think 6th or February 2nd, something like that.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Mm-hmm. Oh. I thought she was... Oh,

Speaker speaker_2: Hello?

Speaker speaker_0: Okay, sir. Thank you for your hold. So for, um... I just verified and you

Speaker speaker_1: have different hire dates. We do have to do a eligibility check and I'll give you a call as soon as I get that email back, and it should be today. Is that a good number to

contact you, 832-406-1237? Yes, it's good number but, uh, I'm gonna be at work so... We don't use the phone on the floor.

Speaker speaker_0: Okay. Um, well, I'll still give you a call 'cause I do have to do that first.

Speaker speaker_1: Mm-hmm. Okay, okay. All right.

Speaker speaker_0: But I should be getting a response pretty quick 'cause they're aware that I'm sending this email.

Speaker speaker_1: Ah, okay. Okay. All right. No problem.

Speaker speaker_0: Okay?

Speaker speaker_1: So that you-

Speaker speaker_0: So I have to-

Speaker speaker_1: Go ahead.

Speaker speaker_0: ... do that first 'cause they do have to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... do that eligibility review to see if those changes are allowed and then once they let me know, I'll call you right back. And if you don't answer, I'll leave you a voice message and you're welcome to call back whenever you have a chance. But I will-

Speaker speaker_1: Oh.

Speaker speaker_0: ... definitely be calling you today.

Speaker speaker_1: Oh, okay. All right. So in the meantime, uh, should I go ahead and remove the one I want to, to remove or...

Speaker speaker_0: It's your choice. I don't know if you just wa-

Speaker speaker_1: ... do nothing. Wait.

Speaker speaker_0: Um, it's your choice. I don't know if you just wanna wait til, til they let me know so that you can do everything at once. But it's totally your option. It's whatever you want. We can either-

Speaker speaker_1: Well-

Speaker speaker_0: ... do it now or you can do it whenever, um, I get a response 'cause if she says that it's okay, then I'll go ahead and we'll go ahead and do those changes. Um, but it's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your choice. It's whatever-

Speaker speaker_1: Okay. Um.

Speaker speaker_0: ... you wanna do.

Speaker speaker_1: Oh. Oh. Okay. So I think I'm gonna go ahead and... Is, is, is the, is the dental, the dental plan that I want to, to take out?

Speaker speaker_0: Okay, you don't-

Speaker speaker_1: Okay.

Speaker speaker_0: ... want down no more?

Speaker speaker_1: Uh, no more, yes, because I got one through the marketplace so, uh, I don't want that one.

Speaker speaker_0: Oh, okay. And you just wanna keep short-term disability for now? For 394 a week?

Speaker speaker_1: Exactly. Exactly.

Speaker speaker_0: Okay. Um, and I just wanted to let you know that it does take seven to 10 days for any changes to process, so there may be a chance that you may experience one or two deductions still of 18.39, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. But I'll be giving you a call back.

Speaker speaker_1: All right. Thanks so much.

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

Speaker speaker_1: You too. Bye-bye.