

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes. Uh, how you doing today? Hey. Good, thank you. How about you? I'm fine. Listen now, Stephanie, um, my name is Jarvis Folkes. Okay. How can ... I help you? Yeah, so- Yes, sir. How can I help you? Yes, I called in, um, for, um, enrollment. Okay. What staffing agency are you with? With MAU. MAU, okay. And then what are the last four of your Social? 8083. You said 8083? That's right. And then, what is your first name and last name? My first name is Jarvis, J-A-R-V-I-S. And my last name is Folkes, F-O-L-K-E-S. Okay, thank you. Um, could you please verify your full address and date of birth for security purposes? Yes, ma'am. It's 3204 Mar Strand Court. And what's the other thing you need? Um, the date of birth. Um, April 24th, '96. Okay. Is your phone number still 706-550-5043? Yeah, that's right. And I have your first name, last name, 24 at gmail.com. Is that up to date? Yes, ma'am. Okay. In the last 30 days, have you lost benefits, got married, divorced, had a baby, or adopted? Uh, hmm, no ma'am, none of that. No? Okay, so... I wouldn't be able to choose any plans, because you're out of your personal open enrollment period, meaning the first 30 days of receiving your very first check, and the company is not within the company's open enrollment period. And only at those two times you're eligible to enroll into benefits. But if you want, I can check to see right now when MAU is in company open enrollment. You say y'all not in enrollment right now? Hmm, um, um, not at the moment. I can't enroll you at this time because you're out of your personal open enrollment period, meaning the first 30 days of receiving your very first check. And right now, they're not within company open enrollment. It looks like they should be in company open enrollment in any day now. Um, last year it was between the day of December 18 up until January 31st. It may be a day or two after that date, or a day or two before. But at the time, I don't have the exact time of when they're in company open enrollment, but it should be coming up pretty soon. But at this time, I'm not able to enroll you into any coverage. Oh, okay. Um, so I would be, like, checking to see if your company maybe knows, might know. But they typically inform their, their employees, but it looks like it is approaching pretty soon. Okay. Yes, sir. And once it's approached, can you tell me what the next steps will be for it? So whenever, um, it's company open enrollment period, if you do want to enroll, all you have to do is give us a call. Okay. And that's really it. And then we would go over the plans with you. But for right now, they're not within their company open enrollment, so I can't enroll into any benefits. Um, but like I said, it's typically within the same month for the agencies. Um, and it looks like last year, it was in the month of December. Um, right now, they're not in company open enrollment period, but it looks like it may be approaching pretty soon. Uh, okay. Did you have any more questions? Um, no, that's it. Okay. Well, I hope you have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes. Uh, how you doing today?

Speaker speaker_1: Hey. Good, thank you. How about you?

Speaker speaker_2: I'm fine. Listen now, Stephanie, um, my name is Jarvis Folkes.

Speaker speaker_1: Okay. How can ... I help you?

Speaker speaker_2: Yeah, so-

Speaker speaker_1: Yes, sir. How can I help you?

Speaker speaker_2: Yes, I called in, um, for, um, enrollment.

Speaker speaker_1: Okay. What staffing agency are you with?

Speaker speaker_2: With MAU.

Speaker speaker_1: MAU, okay. And then what are the last four of your Social?

Speaker speaker_2: 8083.

Speaker speaker_1: You said 8083?

Speaker speaker_2: That's right.

Speaker speaker_1: And then, what is your first name and last name?

Speaker speaker_2: My first name is Jarvis, J-A-R-V-I-S. And my last name is Folkes, F-O-L-K-E-S.

Speaker speaker_1: Okay, thank you. Um, could you please verify your full address and date of birth for security purposes?

Speaker speaker_2: Yes, ma'am. It's 3204 Mar Strand Court. And what's the other thing you need?

Speaker speaker_1: Um, the date of birth.

Speaker speaker_2: Um, April 24th, '96.

Speaker speaker_1: Okay. Is your phone number still 706-550-5043?

Speaker speaker_2: Yeah, that's right.

Speaker speaker_1: And I have your first name, last name, 24 at gmail.com. Is that up to date?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. In the last 30 days, have you lost benefits, got married, divorced, had a baby, or adopted?

Speaker speaker_2: Uh, hmm, no ma'am, none of that.

Speaker speaker_1: No? Okay, so... I wouldn't be able to choose any plans, because you're out of your personal open enrollment period, meaning the first 30 days of receiving your very first check, and the company is not within the company's open enrollment period. And only at those two times you're eligible to enroll into benefits. But if you want, I can check to see right now when MAU is in company open enrollment.

Speaker speaker_2: You say y'all not in enrollment right now?

Speaker speaker_1: Hmm, um, um, not at the moment. I can't enroll you at this time because you're out of your personal open enrollment period, meaning the first 30 days of receiving your very first check. And right now, they're not within company open enrollment. It looks like they should be in company open enrollment in any day now. Um, last year it was between the day of December 18 up until January 31st. It may be a day or two after that date, or a day or two before. But at the time, I don't have the exact time of when they're in company open enrollment, but it should be coming up pretty soon. But at this time, I'm not able to enroll you into any coverage.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Um, so I would be, like, checking to see if your company maybe knows, might know. But they typically inform their, their employees, but it looks like it is approaching pretty soon.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: And once it's approached, can you tell me what the next steps will be for it?

Speaker speaker_1: So whenever, um, it's company open enrollment period, if you do want to enroll, all you have to do is give us a call.

Speaker speaker_2: Okay.

Speaker speaker_1: And that's really it. And then we would go over the plans with you. But for right now, they're not within their company open enrollment, so I can't enroll into any benefits. Um, but like I said, it's typically within the same month for the agencies. Um, and it looks like last year, it was in the month of December. Um, right now, they're not in company open enrollment period, but it looks like it may be approaching pretty soon.

Speaker speaker_2: Uh, okay.

Speaker speaker_1: Did you have any more questions?

Speaker speaker_2: Um, no, that's it.

Speaker speaker_1: Okay. Well, I hope you have a great day.

Speaker speaker_2: You too.