

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits at Card. My name is Stephanie. How can I assist you today? Hi. Uh, I'm the interpreter for my dad at the Benefits of Estella and we have some questions. Okay. Um, I need to speak to your dad since it's... um, the calls are being recorded. I just need verbal permission from him. Yeah. Uh, what do you need him to say? He's right here. Um, um, I just need him to say that you do give him pr- he really, I, I'm the one that has to ask him. He just has to say yes. Um, do you give- Okay. ... your daughter, um, verbal permission to handle your account? Mm-hmm. Yes, yes, yes. okay. Okay. And then, um, I just need the name of the staffing agency and the last four of his Social. Uh, the staffing agency, Estella. Okay. And then the last four of his Social? Uh, give me one second. 3-1-9-2. Okay. For security purposes, can you verify, um, the address and date of birth? Uh, address, uh, 1031 75th Street Southeast. Yeah. Apartment 48, Everett, uh, Washington, 98203. And then the birthday? Uh, February 10, 1970. And then I have 360-804-0346 as the phone number. Uh, what was the phone number again? Um, it's 360-804-0346. Yeah. That's correct. Okay. And then what was the question that you had? Um, so I called about... well, we called about enrollment. We wanted to, uh, confirm whether that is... if enrollment- Yeah. Is it, is it- ... or, 'cause we didn't have any emails. Gotcha. Is it for the MVP plan? 'Cause I do see that you called on the second. Yeah. Um, and then yes. It looks like... no. So yeah. Um. Let me guess. Yeah. It looks like your plan is gonna kick in on the first of next month, which is June, June 1st. Okay. So first, um, and we want to know, like, uh, when, um, like, um, my dad kinda wants to enroll my mom into the plan as well and until what date that we have enrollment open? Gotcha. Ooh. Give me one second. Let me check real quick. Um. Okay. Give me one second. So she wanted to add her as a dependent for his MVP, correct? Yeah. As a spouse. Gotcha. Okay. Give me one second to see when the deadline date for any changes or to- Okay. Yeah. ... add dependent is. Give me one second. Thank you. Okay. So with the MVP it kinda works a little bit different. Anytime you wanna enroll, you have to send out an email to the main office, like how they did earlier. And to add dependents it's the same thing. So I don't know yet, but if you want I can send out an email to our main office asking when his deadline date to add dependents would be, um, because they didn't provide that in the notes. Um, so I am gonna- Okay. ... ask. I know for sure it becomes effective next month on the first, but to know when he can add a dependent, I do have to send another email to the main office for them to actually inform me. And if you want, I can give... well, I'll send that email out right now and, um, I'll be giving your dad a call back at the 360. Um. Uh. Yeah. I was, I was gonna tell you that we do have translators. I don't know if they told you, um, whenever they called, but we do have translators if you're not available- Oh. ... for some reason. Yeah. So when I first call, it's just English or Spanish and- Yeah. So, so once you actually get a live rep, we'll actually ask what language it is. Oh. And then we'll connect to a live agent, just in case you're

not available. What language, um, is it? Oh, it's Vietnamese. Vietnamese? Okay. So we do have, um, agents for Vietnamese. Okay. So it's your, your choice, though. I just wanted to tell you 'cause I'm pretty sure if you do, they're gonna tell you this and I'm not sure if they're gonna... I'm pretty sure they wouldn't mind you, um, translating it, but I just wanted to tell you for future reference. If not, I can also put your phone number down if you want as a secondary phone number. Yeah. Just do that. Okay. What is it? That is 360-348-8916. Okay, thank you. So I'll be e-mailing that to the main office asking when, um, his deadline date to add a dependent would be, and then I'll be giving you a call to let you know. Um, you said you just wanted to add your mom, right? Yes. Uh, is the deadline this... Oh, so different question is that once we enroll, um, ... through first, is there a ... plan? And... Oof, you're breaking up really bad. I'm sorry. I heard a there's-a-deadline. Oh, no, it's this. Mm-hmm. Uh, yes. So once we enroll, um, like do we have to stick to the plan for the entire... . So I'm pretty sure, um, uh... I don't think there's a regulation. But I would have to ask 'cause this one is kinda different compared to the other one since it is monthly. And since I'm, like, I'm not really sure what determines their eligibility, um, but I'm pretty sure you can cancel at any time. But to, like, change plans, it- you do have to be within a certain period. Like let's say you don't like this one and wanna go to a different one, I'm pretty sure you have to be within company open enrollment or s- Oh, okay. Yeah. I'm pretty sure 'cause that's how it is with the other plans. Like you can c- some, uh, staffing agencies have regulations but some of them don't. So you can drop them whenever. But to, like, enroll dependents or to, like, change plans or to add new plans- Right. ... you usually have to be within a open enrollment. Um, if not, then you would have to wait for the next company open enrollment. And with this one- Okay. ... this one's kinda like, ugh. That's why this one I was like, let me ask because I know this one i- the main office determines everything, like with dependents and all of that and from... even for the enrollment. Okay. I believe that's why he had to wait a little bit and then they enrolled him. But he is enrolled but for the... to answer the question about the dependents, I have to send it to the main office. Yeah, no worries. Uh, feel free to ask them. I just, um, was wondering when, uh, he should enroll... Um, my mother and... You were breaking up again. I'm sorry. I'm sorry. No, I was saying- Um, are you... can you hear me? 'Cause for some reason, you're breaking up a little bit. Yes. Okay, can you repeat what you just told me? Yeah. Uh, we were just thinking whether he should enroll my mom as a spouse on his plan. And, um... Oof, you're breaking up again. I'm sorry. Give me one second. Let me see if I can fix it. I think it's my phone. Okay, can you hear me? Yes, totally. Okay. Can you repeat that again? Yes. We were just, uh, planning whether my dad should enroll my mom as a spouse. Mm-hmm. Or my mom should enroll him as a spouse on her company plan. Um, but I just need to know the deadlines and everything to, like, sort things out. Gotcha. Uh, yeah. Okay, yeah. I'll definitely send that e-mail out, um, asking that question. I'll tell them that you're wondering when. And just in case they... well, once they tell me the information, I'll just give you a call. And from there, you can just let me know if you wanna enroll them or not. And then I'll have to reach out to the main office again a second time to let them know if you do wanna enroll your mother with your dad. Hmm. Okay. Yeah, that sounds good. All right. Um, I'm gonna go ahead and send that to them. And I'm pretty sure I should be reaching back by tomorrow. Okay, awesome. Thank you. You welcome. Have a great day or night. You too.

Conversation Format

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

Speaker speaker_1: Hi. Uh, I'm the interpreter for my dad at the Benefits of Estella and we have some questions.

Speaker speaker_0: Okay. Um, I need to speak to your dad since it's... um, the calls are being recorded. I just need verbal permission from him. Yeah.

Speaker speaker_1: Uh, what do you need him to say? He's right here.

Speaker speaker_0: Um, um, I just need him to say that you do give him pr- he really, I, I'm the one that has to ask him. He just has to say yes. Um, do you give-

Speaker speaker_1: Okay.

Speaker speaker_0: ... your daughter, um, verbal permission to handle your account?

Speaker speaker_1: Mm-hmm. Yes, yes, yes. okay.

Speaker speaker_0: Okay. And then, um, I just need the name of the staffing agency and the last four of his Social.

Speaker speaker_1: Uh, the staffing agency, Estella.

Speaker speaker_0: Okay. And then the last four of his Social?

Speaker speaker_1: Uh, give me one second. 3-1-9-2.

Speaker speaker_0: Okay. For security purposes, can you verify, um, the address and date of birth?

Speaker speaker_1: Uh, address, uh, 1031 75th Street Southeast.

Speaker speaker_2: Yeah.

Speaker speaker_1: Apartment 48, Everett, uh, Washington, 98203.

Speaker speaker_0: And then the birthday?

Speaker speaker_1: Uh, February 10, 1970.

Speaker speaker_0: And then I have 360-804-0346 as the phone number.

Speaker speaker_1: Uh, what was the phone number again?

Speaker speaker_0: Um, it's 360-804-0346.

Speaker speaker_1: Yeah. That's correct.

Speaker speaker_0: Okay. And then what was the question that you had?

Speaker speaker_1: Um, so I called about... well, we called about enrollment. We wanted to, uh, confirm whether that is... if enrollment-

Speaker speaker_0: Yeah. Is it, is it-

Speaker speaker_1: ... or, 'cause we didn't have any emails.

Speaker speaker_0: Gotcha. Is it for the MVP plan? 'Cause I do see that you called on the second.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, and then yes. It looks like... no. So yeah. Um.

Speaker speaker_1: Let me guess. Yeah.

Speaker speaker_0: It looks like your plan is gonna kick in on the first of next month, which is June, June 1st.

Speaker speaker_1: Okay. So first, um, and we want to know, like, uh, when, um, like, um, my dad kinda wants to enroll my mom into the plan as well and until what date that we have enrollment open?

Speaker speaker_0: Gotcha. Ooh. Give me one second. Let me check real quick. Um.

Speaker speaker_1: Okay.

Speaker speaker_0: Give me one second. So she wanted to add her as a dependent for his MVP, correct?

Speaker speaker_1: Yeah. As a spouse.

Speaker speaker_0: Gotcha. Okay. Give me one second to see when the deadline date for any changes or to-

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: ... add dependent is. Give me one second.

Speaker speaker_1: Thank you.

Speaker speaker_0: Okay. So with the MVP it kinda works a little bit different. Anytime you wanna enroll, you have to send out an email to the main office, like how they did earlier. And to add dependents it's the same thing. So I don't know yet, but if you want I can send out an email to our main office asking when his deadline date to add dependents would be, um, because they didn't provide that in the notes. Um, so I am gonna-

Speaker speaker_1: Okay.

Speaker speaker_0: ... ask. I know for sure it becomes effective next month on the first, but to know when he can add a dependent, I do have to send another email to the main office for them to actually inform me. And if you want, I can give... well, I'll send that email out right now and, um, I'll be giving your dad a call back at the 360.

Speaker speaker_1: Um.

Speaker speaker_0: Uh.

Speaker speaker_1: Yeah.

Speaker speaker_0: I was, I was gonna tell you that we do have translators. I don't know if they told you, um, whenever they called, but we do have translators if you're not available-

Speaker speaker_1: Oh.

Speaker speaker_0: ... for some reason.

Speaker speaker_1: Yeah. So when I first call, it's just English or Spanish and-

Speaker speaker_0: Yeah. So, so once you actually get a live rep, we'll actually ask what language it is.

Speaker speaker_1: Oh.

Speaker speaker_0: And then we'll connect to a live agent, just in case you're not available. What language, um, is it?

Speaker speaker_1: Oh, it's Vietnamese.

Speaker speaker_0: Vietnamese? Okay. So we do have, um, agents for Vietnamese.

Speaker speaker_1: Okay.

Speaker speaker_0: So it's your, your choice, though. I just wanted to tell you 'cause I'm pretty sure if you do, they're gonna tell you this and I'm not sure if they're gonna... I'm pretty sure they wouldn't mind you, um, translating it, but I just wanted to tell you for future reference. If not, I can also put your phone number down if you want as a secondary phone number.

Speaker speaker_1: Yeah. Just do that.

Speaker speaker_0: Okay. What is it?

Speaker speaker_1: That is 360-348-8916.

Speaker speaker_0: Okay, thank you. So I'll be e-mailing that to the main office asking when, um, his deadline date to add a dependent would be, and then I'll be giving you a call to let you know. Um, you said you just wanted to add your mom, right?

Speaker speaker_1: Yes. Uh, is the deadline this... Oh, so different question is that once we enroll, um, ... through first, is there a ... plan? And...

Speaker speaker_0: Oof, you're breaking up really bad. I'm sorry. I heard a there's-a-deadline.

Speaker speaker_1: Oh, no, it's this. Mm-hmm. Uh, yes. So once we enroll, um, like do we have to stick to the plan for the entire... .

Speaker speaker_0: So I'm pretty sure, um, uh... I don't think there's a regulation. But I would have to ask 'cause this one is kinda different compared to the other one since it is monthly.

And since I'm, like, I'm not really sure what determines their eligibility, um, but I'm pretty sure you can cancel at any time. But to, like, change plans, it- you do have to be within a certain period. Like let's say you don't like this one and wanna go to a different one, I'm pretty sure you have to be within company open enrollment or s-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah. I'm pretty sure 'cause that's how it is with the other plans. Like you can c- some, uh, staffing agencies have regulations but some of them don't. So you can drop them whenever. But to, like, enroll dependents or to, like, change plans or to add new plans-

Speaker speaker_1: Right.

Speaker speaker_0: ... you usually have to be within a open enrollment. Um, if not, then you would have to wait for the next company open enrollment. And with this one-

Speaker speaker_1: Okay.

Speaker speaker_0: ... this one's kinda like, ugh. That's why this one I was like, let me ask because I know this one i- the main office determines everything, like with dependents and all of that and from... even for the enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: I believe that's why he had to wait a little bit and then they enrolled him. But he is enrolled but for the... to answer the question about the dependents, I have to send it to the main office.

Speaker speaker_1: Yeah, no worries. Uh, feel free to ask them. I just, um, was wondering when, uh, he should enroll... Um, my mother and...

Speaker speaker_0: You were breaking up again. I'm sorry.

Speaker speaker_1: I'm sorry. No, I was saying-

Speaker speaker_0: Um, are you... can you hear me? 'Cause for some reason, you're breaking up a little bit.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, can you repeat what you just told me?

Speaker speaker_1: Yeah. Uh, we were just thinking whether he should enroll my mom as a spouse on his plan. And, um...

Speaker speaker_0: Oof, you're breaking up again. I'm sorry. Give me one second. Let me see if I can fix it. I think it's my phone. Okay, can you hear me?

Speaker speaker_1: Yes, totally.

Speaker speaker_0: Okay. Can you repeat that again?

Speaker speaker_1: Yes. We were just, uh, planning whether my dad should enroll my mom as a spouse.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Or my mom should enroll him as a spouse on her company plan. Um, but I just need to know the deadlines and everything to, like, sort things out.

Speaker speaker_0: Gotcha.

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay, yeah. I'll definitely send that e-mail out, um, asking that question. I'll tell them that you're wondering when. And just in case they... well, once they tell me the information, I'll just give you a call. And from there, you can just let me know if you wanna enroll them or not. And then I'll have to reach out to the main office again a second time to let them know if you do wanna enroll your mother with your dad.

Speaker speaker_1: Hmm. Okay. Yeah, that sounds good.

Speaker speaker_0: All right. Um, I'm gonna go ahead and send that to them. And I'm pretty sure I should be reaching back by tomorrow.

Speaker speaker_1: Okay, awesome. Thank you.

Speaker speaker_0: You welcome. Have a great day or night.

Speaker speaker_1: You too.