

## **Transcript: Justin**

**Mills-4656537613156352-4844981652078592**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, um, I'm going to be enrolling, um, but I just wanna go talk to my wife about some stuff. I was just actually curious, how late are you guys open for me to, to do enrollment? Um, well, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time, uh, the call center is. However, you can enroll via the Benefits in a Card website, um, if that would be easier. Yeah. I went on that, the one that I leased. I thought it was, like, for my company that they... But they said, like, they're not enrolling at this time. But, like, I'm new, so it, it wouldn't be like... It wouldn't fall into, like, open enrollment if I'm just a new employee? Totally understand. Um, so yeah, so you have a personal open enrollment period, which is 30 days from your first paycheck. However, when you went to- So I went to the website, that's what I'm saying. I went, like... Yeah. Okay. Um, did, uh, did you click Enroll/Decline Coverage or did you click Member Login? Uh, I clicked Enroll/Decline Coverage. Enroll/Decline Coverage? Okay. So if you click Enroll/Decline Coverage, I do know you have to register a account or create an account. Um, and then once that account is created, you would be able to log in from there. Um, but if it would be easier for you just to call- Okay. ... and speak with someone, we're open until 8:00 PM Eastern Standard Time, Monday through Friday. Okay, okay. I'll, I'll try to do it online again. Maybe I just need to register first, uh, but yeah, I'll definitely give you guys a call i- if that's what it takes. What would I need as far as, like, an employee ID? Like, what all would I need to make sure I could do it on- with you guys if I need to? Um, so if you were enrolling over the phone with us, uh, the only thing that you would need is to verify demographic info and, uh, your first and last name pretty much. Just to verify who you are. Okay. Okay, perfect. Thank you. You're welcome. You have a great day, okay? Yep. Bye. Bye-bye.

### **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. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, um, I'm going to be enrolling, um, but I just wanna go talk to my wife about some stuff. I was just actually curious, how late are you guys open for me to, to do enrollment?

Speaker speaker\_1: Um, well, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time, uh, the call center is. However, you can enroll via the Benefits in a Card website, um, if that would be easier.

Speaker speaker\_2: Yeah. I went on that, the one that I leased. I thought it was, like, for my company that they... But they said, like, they're not enrolling at this time. But, like, I'm new, so it, it wouldn't be like... It wouldn't fall into, like, open enrollment if I'm just a new employee?

Speaker speaker\_1: Totally understand. Um, so yeah, so you have a personal open enrollment period, which is 30 days from your first paycheck. However, when you went to-

Speaker speaker\_2: So I went to the website, that's what I'm saying. I went, like... Yeah.

Speaker speaker\_1: Okay. Um, did, uh, did you click Enroll/Decline Coverage or did you click Member Login?

Speaker speaker\_2: Uh, I clicked Enroll/Decline Coverage.

Speaker speaker\_1: Enroll/Decline Coverage? Okay. So if you click Enroll/Decline Coverage, I do know you have to register a account or create an account. Um, and then once that account is created, you would be able to log in from there. Um, but if it would be easier for you just to call-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and speak with someone, we're open until 8:00 PM Eastern Standard Time, Monday through Friday.

Speaker speaker\_2: Okay, okay. I'll, I'll try to do it online again. Maybe I just need to register first, uh, but yeah, I'll definitely give you guys a call i- if that's what it takes. What would I need as far as, like, an employee ID? Like, what all would I need to make sure I could do it on- with you guys if I need to?

Speaker speaker\_1: Um, so if you were enrolling over the phone with us, uh, the only thing that you would need is to verify demographic info and, uh, your first and last name pretty much. Just to verify who you are.

Speaker speaker\_2: Okay. Okay, perfect. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Yep. Bye.

Speaker speaker\_1: Bye-bye.