

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. I was just wondering if I can enroll you with benefits? Um, let me check on that for you. What's the staffing agency you work for? Uh, TRC Staffing. And the last four of your social? 6637. And what was your first and last name? Deshawn Hagwood. And for security purposes, could you verify your home address, including city, state and zip code, Deshawn? 141 State Lane, Orangeburg South Carolina 29108. And your date of birth? Um, 09/23/01. And a good telephone number have is 535-9121. Yes, sir. And the email I have is dz23h@gmail. Yes, sir. Okay. Um, quick question. When did you start with TRC Staffing? Uh, last year September. Okay. Have you taken a break in assignment in the past 90 days or for at least 90 days? No, sir. No, sir. Okay. Um, so I do know that you had 30 days from that initial date to be enrolled into benefits, because that's considered your personal open enrollment period. Um, it is now February, um, so we're actually outside of that open enrollment period and company open enrollment. So, as of right now, if you wanted to be enrolled, you have to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or wait until TRC Staffing's next open enrollment period. Oh. So y'all don't have anything..... So then- Um- So, you don't know... So, you don't know when, um, TRC is gonna have another open enrollment? Uh, let me check on that, because I do know that they just got out of it not too long ago. Um, let's see. TRC. TRC. So, it looks like TRC had their last open enrollment from September 23rd to October 7th of last year. So, I presume sometime around that time this year. Okay. Um, is there anything else I can assist you with today, Deshawn? That's everything. Awesome. Well, you have a wonderful weekend, okay? All right. Thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey. I was just wondering if I can enroll you with benefits?

Speaker speaker_0: Um, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_1: Uh, TRC Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 6637.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Deshawn Hagwood.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Deshawn?

Speaker speaker_1: 141 State Lane, Orangeburg South Carolina 29108.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Um, 09/23/01.

Speaker speaker_0: And a good telephone number have is 535-9121.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is dz23h@gmail.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, quick question. When did you start with TRC Staffing?

Speaker speaker_1: Uh, last year September.

Speaker speaker_0: Okay. Have you taken a break in assignment in the past 90 days or for at least 90 days?

Speaker speaker_1: No, sir. No, sir.

Speaker speaker_0: Okay. Um, so I do know that you had 30 days from that initial date to be enrolled into benefits, because that's considered your personal open enrollment period. Um, it is now February, um, so we're actually outside of that open enrollment period and company open enrollment. So, as of right now, if you wanted to be enrolled, you have to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or wait until TRC Staffing's next open enrollment period.

Speaker speaker_1: Oh. So y'all don't have anything..... So then-

Speaker speaker_0: Um-

Speaker speaker_1: So, you don't know... So, you don't know when, um, TRC is gonna have another open enrollment?

Speaker speaker_0: Uh, let me check on that, because I do know that they just got out of it not too long ago. Um, let's see. TRC. TRC. So, it looks like TRC had their last open enrollment from September 23rd to October 7th of last year. So, I presume sometime around that time this year.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, is there anything else I can assist you with today, Deshawn?

Speaker speaker_1: That's everything.

Speaker speaker_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.