

Transcript: Justin

Mills-5227864897929216-6292699228192768

Full Transcript

Thank you for calling Benefits and Records. This is Justin. How can I help you today? Uh, yeah, um, so I called, uh, American Staff Corp, and they said I will have to go through you guys to get my, uh, vision and dental. Okay. Um, so American Staff Corp, what's the last four of your social, so I can pull your file for you? 3740. And your first and last name? Uh, Maggie, M-A-G-G-I, and then Martin, M-A-R-T-I-N. And for security purposes, can you verify your home address, including city, state and zip code, Maggie? 125, the letter C Street, uh, Southeast Street, Inola, Oklahoma 74036. And your date of birth? 03/07/92. And a good telephone number I have is 918-370-8691? Yes. And the email I have is martinmaggie20@gmail? Yes. Okay, so let's see here. Um, so checking no history, it looks like you did ask for dental and vision. However, you were advised that you were outside of your personal open enrollment period, which is 30 days from your first paycheck, and company open enrollment period. So unfortunately, you wouldn't be able to enroll in the dental and vision unless you experienced a qualified life event, or if you were in American Staff Corp's next open enrollment period. Oh, what's the requirements to that? Um, so the qualified life events are considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, um, or waiting until company open enrollment period, which was their last open enrollment... Let me see. Was from December 9th to December 20th of 2024. So, I presume sometime around that time this year. Okay. So you know the next time you're gonna offer it? That's when, uh, American Staff Corp goes, goes into their company open enrollment period. Oh, okay. All right. I didn't know that. I'm sorry. No worries. ...you know that they open enrollment period. Or I would have done it right, right away. But it's okay. No, it's okay. It's fine. No worries. You have a great day, okay? All right. Have a good day. Thank you. Y- you as well. Bye-bye. All right. Goodbye.

Conversation Format

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

Speaker speaker_1: Uh, yeah, um, so I called, uh, American Staff Corp, and they said I will have to go through you guys to get my, uh, vision and dental.

Speaker speaker_0: Okay. Um, so American Staff Corp, what's the last four of your social, so I can pull your file for you?

Speaker speaker_1: 3740.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Maggie, M-A-G-G-I, and then Martin, M-A-R-T-I-N.

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

Speaker speaker_1: 125, the letter C Street, uh, Southeast Street, Inola, Oklahoma 74036.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 03/07/92.

Speaker speaker_0: And a good telephone number I have is 918-370-8691?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is martinmaggie20@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. Um, so checking no history, it looks like you did ask for dental and vision. However, you were advised that you were outside of your personal open enrollment period, which is 30 days from your first paycheck, and company open enrollment period. So unfortunately, you wouldn't be able to enroll in the dental and vision unless you experienced a qualified life event, or if you were in American Staff Corp's next open enrollment period.

Speaker speaker_1: Oh, what's the requirements to that?

Speaker speaker_0: Um, so the qualified life events are considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, um, or waiting until company open enrollment period, which was their last open enrollment... Let me see. Was from December 9th to December 20th of 2024. So, I presume sometime around that time this year.

Speaker speaker_1: Okay. So you know the next time you're gonna offer it?

Speaker speaker_0: That's when, uh, American Staff Corp goes, goes into their company open enrollment period.

Speaker speaker_1: Oh, okay. All right. I didn't know that. I'm sorry.

Speaker speaker_0: No worries. ...you know that they open enrollment period.

Speaker speaker_1: Or I would have done it right, right away. But it's okay. No, it's okay. It's fine.

Speaker speaker_0: No worries. You have a great day, okay?

Speaker speaker_1: All right. Have a good day. Thank you.

Speaker speaker_0: Y- you as well. Bye-bye.

Speaker speaker_1: All right. Goodbye.