

Transcript: Justin

Mills-6532408537563136-4912405526659072

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, this is, uh, Peggy Lattimore and I work for Megaforce. And I was wanting to know could I get the insurance? Uh, I- let me check on that. So Megaforce, what's the last four of your Social? 8245. And for security purposes, can you verify your home address, including city, state and zip code, Peggy? Okay. Uh, 1310 South Hampton Street, Shelby, North Carolina. Zip code 28152. And confirm your date of birth? October the 8th, 1962. And a good telephone number have is 980-295-8198? Yes. And the email I have is peggylattimore3@gmail? Yes. Okay. Um, here, when did you start with, uh, Megaforce? I started, um, um... It was, um... Uh, December, I think the 12th. Okay, did you receive your first paycheck around December 12th? Uh, I think I got, got it the next week. Okay. So we received your hire date as December 12th, um, so I do know that your personal open enrollment period was 30 days from that date. So your cutoff date would've been January 11th since there's 31 days in December. Um, so as of right now, you're outside of your personal open enrollment period and company open enrollment period. So as of right now, if you wanted to be enrolled, you would honestly have to 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 Megaforce Staffing's next open enrollment period. Well, when is that? Um, let me check on that. Let's see. Megaforce... So it looks like Megaforce had their open enrollment period from December 2nd to January 17th, so we just missed it. Um, so you don't know when they're gonna do another one? Um, they'll probably have their next open enrollment next December, 'cause they just got out of it back on the 17th. Oh, I'll probably be hired on with the company by then. Okay. Well, is there anything else I could help you out with today, Peggy? Uh, should be all. Thank you. You're welcome. You have a great weekend, okay? Okay. You too. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, this is, uh, Peggy Lattimore and I work for Megaforce. And I was wanting to know could I get the insurance?

Speaker speaker_1: Uh, I- let me check on that. So Megaforce, what's the last four of your Social?

Speaker speaker_2: 8245.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Peggy?

Speaker speaker_2: Okay. Uh, 1310 South Hampton Street, Shelby, North Carolina. Zip code 28152.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: October the 8th, 1962.

Speaker speaker_1: And a good telephone number have is 980-295-8198?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is peggylattimore3@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, here, when did you start with, uh, Megaforce?

Speaker speaker_2: I started, um, um... It was, um... Uh, December, I think the 12th.

Speaker speaker_1: Okay, did you receive your first paycheck around December 12th?

Speaker speaker_2: Uh, I think I got, got it the next week.

Speaker speaker_1: Okay. So we received your hire date as December 12th, um, so I do know that your personal open enrollment period was 30 days from that date. So your cutoff date would've been January 11th since there's 31 days in December. Um, so as of right now, you're outside of your personal open enrollment period and company open enrollment period. So as of right now, if you wanted to be enrolled, you would honestly have to 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 Megaforce Staffing's next open enrollment period.

Speaker speaker_2: Well, when is that?

Speaker speaker_1: Um, let me check on that. Let's see. Megaforce... So it looks like Megaforce had their open enrollment period from December 2nd to January 17th, so we just missed it.

Speaker speaker_2: Um, so you don't know when they're gonna do another one?

Speaker speaker_1: Um, they'll probably have their next open enrollment next December, 'cause they just got out of it back on the 17th.

Speaker speaker_2: Oh, I'll probably be hired on with the company by then.

Speaker speaker_1: Okay. Well, is there anything else I could help you out with today, Peggy?

Speaker speaker_2: Uh, should be all. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: Okay. You too. Bye-bye.

Speaker speaker_1: Bye.