

Transcript: Pamela

Blanc-5190303206916096-5704701944053760

Full Transcript

Thank you for calling Benefits 10 o'clock. Pamela speaking, how may I help you? Uh, yeah, this is Brian Patrick. I was just giving you a callback. A callback? Yeah. This number called me just a little while ago, about a hour or so ago. Sir, we are the administrator for health insurance for Staffing Agency. Are you working for Staffing Agency? I'm sorry? Do you work for a staffing agency, sir? Yeah, I work for AgiForce. Okay. May I have the last four digits of your Social so I can pull up your file? Uh, 3118. Your first and last name? Uh, Brian Patrick. Okay. Okay. Uh, Mr. Patrick, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth? Uh, 1757 Blancville Boulevard, Blancville, Tennessee. Um, we have one number on 54235341542. So I did call you because, um, you are not currently eligible to enroll in the health benefits. It will have to be on company open enrollment or a qualified life event. Now, can you repeat that? My phone is breaking up, I'm sorry. No problem. Um, I did... remember when we last spoke about your eligibility review to see if you were able to enroll? Oh, yeah. And, and... okay. So unfortunately you are not able to enroll at this time. We, um... it will have to be on company open enrollment or a qualified life event. Okay, thank you. Because the open enrollment days, they do it in December. Right? Okay. Thank you. Any day. Thank you for giving us a callback. Have a great rest of the day, sir.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o'clock. Pamela speaking, how may I help you?

Speaker speaker_1: Uh, yeah, this is Brian Patrick. I was just giving you a callback.

Speaker speaker_0: A callback?

Speaker speaker_1: Yeah. This number called me just a little while ago, about a hour or so ago.

Speaker speaker_0: Sir, we are the administrator for health insurance for Staffing Agency. Are you working for Staffing Agency?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Do you work for a staffing agency, sir?

Speaker speaker_1: Yeah, I work for AgiForce.

Speaker speaker_0: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Uh, 3118.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Uh, Brian Patrick.

Speaker speaker_0: Okay. Okay. Uh, Mr. Patrick, for security reasons, just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: Uh, 1757 Blancville Boulevard, Blancville, Tennessee.

Speaker speaker_0: Um, we have one number on 54235341542. So I did call you because, um, you are not currently eligible to enroll in the health benefits. It will have to be on company open enrollment or a qualified life event.

Speaker speaker_1: Now, can you repeat that? My phone is breaking up, I'm sorry.

Speaker speaker_0: No problem. Um, I did... remember when we last spoke about your eligibility review to see if you were able to enroll?

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: And, and... okay. So unfortunately you are not able to enroll at this time. We, um... it will have to be on company open enrollment or a qualified life event.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Because the open enrollment days, they do it in December. Right?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Any day. Thank you for giving us a callback. Have a great rest of the day, sir.