

## Transcript: Pamela

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you. Thanks. Thank you for calling Benefits Center Card, this is Pamela speaking, how may I help you? Hello. Uh, my name is Carl Henry Lopez Senem. How may I help you? Um, so I'm looking for, um, insurance. Who do you work for? What? Who do you work for? Um, I work for HSS. H, who? At HSS. H, H, HSS. Okay. You're new. Hello. So I'm working at HS... I'm- What? Oh, sorry, go ahead. Uh, I'm working at HSS, with HSS, with them. For the, the staffing agency, you said HSS? What? The staffing agency, sir. The staffing- By badge number? ... agency you work for. Yes. A staffing... HS Staffing Solution. Hospitality Staffing Solution. All right, now I need the last four digits of the social. Uh, 16... 53. 1653? Yes, 1653. 4353. And your first and last name? My first name is Carl Henry Lopez, my last name is Senem. I'm sorry. I'm sorry to make you repeat yourself- No, no. That's okay. ... but can you tell me the last four digits again? 1653. Okay. Carl Senem. Carl Henry, yeah, Carl Henry Lopez Senem. Okay. So, sir, for security reasons and to make sure we are in the correct file, we need to verify your complete address and date of birth. Uh, my address is 63 Garfield Avenue, New London, Connecticut. The ZIP code is 06309330. That's correct. And the date of birth? Um, September 16th, 1999. Thank you for the information. We have a telephone number on file. Um, 860-574-6661. And your email is your last name... Your first name, carlhenrylopez6@gmail.com? Uh, I, I want to update my information. I update my information. Um, I have a new phone number. Oh, it's the one you calling from? Yes. This one is my, my new phone number. All right. And how is it that you need help, sir? What? What do you need help with? Uh, insurance. All right. When did you start working for HSS? Um, that was, um, August. August 19th. And... Okay. August 19th- So, in order- ... 2024. Stay back there. He's not saying nothing. So in order for you to get, um, benefits, you have to wait for company open enrollment or a qualified live event. Uh, when? Listen to them. Open enrollment for HSS? It's already passed. One second. I'm sorry about that. One second, let me double check when is the date. Okay. Wait. Yes. Yeah. Okay. Trying to find it. So HSS, it's already passed. It was back in October. They, um, wait for October or a qualified live event. It will be, like have benefits today and you lost them, that would be a qualified live event. Okay? Then that you will have to wait for the open enrollment in-... October, November. October, November? Yes, sir. Uh, so there, there is no... There is another way I can get benefit? Like I said, if you lost benefits in the last 30 days with another company, that might be a qualified live event. Can you explain, can you explain me what does that mean? Qualified, like? Live event. Let's say, um, you have benefits with another company, insurance. No. Well, if you didn't have it then, um, just you don't... That would be a qualified live event. Other than that then you have to wait for the company open enrollment. Oh. I can't have benefit now? No, sir. Uh. You have 30 days when you started working to enroll for- For HSS. ... the company open enrollment. Right now

you cannot enroll. Uh. Yeah, I know when I start working. I don't understand what you mean. I told you that, um, I know the date that I start working for HSS. It doesn't matter when you started working. It's because you got 30 days when you started and they already passed. So now you have to wait for company open enrollment which is in October, November. That's when they usually- Okay, even, even, even if, if I work in another position? It don't matter. So I would say the... I'm working now like, uh, joint supervisor so there is no way- It doesn't matter because you started working back in August. You just, you just been promoted. Uh, okay. So can you repeat the email for me? Your email? Yeah, the email you see in my account. Your first name, your last name, henrylopez6@gmail.com. Oh, no. I made a... I, I update. I asked you for update. My new email is carlhenryls1. Okay. Can you make the change for me? Sure. Can you repeat it please? Carl Henry. My last name, Carl Henry, ls1@gmail.com. Anything else I can do for you, sir? Um, no. So you tell me that I need to wait for... until October or November? Yes, sir. Ah. Okay, thank you. You're welcome. Thank you. Thank you so much. You're welcome. Thank you so much for calling.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Thanks.

Speaker speaker\_1: Thank you for calling Benefits Center Card, this is Pamela speaking, how may I help you?

Speaker speaker\_3: Hello. Uh, my name is Carl Henry Lopez Senem.

Speaker speaker\_1: How may I help you?

Speaker speaker\_3: Um, so I'm looking for, um, insurance.

Speaker speaker\_1: Who do you work for?

Speaker speaker\_3: What?

Speaker speaker\_1: Who do you work for?

Speaker speaker\_3: Um, I work for HSS.

Speaker speaker\_1: H, who?

Speaker speaker\_3: At HSS. H, H, HSS.

Speaker speaker\_1: Okay. You're new.

Speaker speaker\_4: Hello.

Speaker speaker\_3: So I'm working at HS... I'm- What?

Speaker speaker\_1: Oh, sorry, go ahead.

Speaker speaker\_3: Uh, I'm working at HSS, with HSS, with them.

Speaker speaker\_1: For the, the staffing agency, you said HSS?

Speaker speaker\_3: What?

Speaker speaker\_1: The staffing agency, sir. The staffing-

Speaker speaker\_3: By badge number?

Speaker speaker\_1: ... agency you work for.

Speaker speaker\_3: Yes. A staffing... HS Staffing Solution. Hospitality Staffing Solution.

Speaker speaker\_1: All right, now I need the last four digits of the social.

Speaker speaker\_3: Uh, 16... 53.

Speaker speaker\_1: 1653?

Speaker speaker\_3: Yes, 1653.

Speaker speaker\_1: 4353. And your first and last name?

Speaker speaker\_3: My first name is Carl Henry Lopez, my last name is Senem.

Speaker speaker\_1: I'm sorry. I'm sorry to make you repeat yourself-

Speaker speaker\_4: No, no. That's okay.

Speaker speaker\_1: ... but can you tell me the last four digits again?

Speaker speaker\_3: 1653.

Speaker speaker\_1: Okay. Carl Senem.

Speaker speaker\_3: Carl Henry, yeah, Carl Henry Lopez Senem.

Speaker speaker\_1: Okay. So, sir, for security reasons and to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker\_3: Uh, my address is 63 Garfield Avenue, New London, Connecticut. The ZIP code is 06309330.

Speaker speaker\_4: That's correct.

Speaker speaker\_1: And the date of birth?

Speaker speaker\_3: Um, September 16th, 1999.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file. Um, 860-574-6661. And your email is your last name... Your first name, carlhenrylopez6@gmail.com?

Speaker speaker\_3: Uh, I, I want to update my information. I update my information. Um, I have a new phone number.

Speaker speaker\_1: Oh, it's the one you calling from?

Speaker speaker\_3: Yes. This one is my, my new phone number.

Speaker speaker\_1: All right. And how is it that you need help, sir?

Speaker speaker\_3: What?

Speaker speaker\_1: What do you need help with?

Speaker speaker\_3: Uh, insurance.

Speaker speaker\_1: All right. When did you start working for HSS?

Speaker speaker\_3: Um, that was, um, August. August 19th.

Speaker speaker\_1: And... Okay.

Speaker speaker\_3: August 19th-

Speaker speaker\_1: So, in order-

Speaker speaker\_3: ... 2024.

Speaker speaker\_4: Stay back there. He's not saying nothing.

Speaker speaker\_1: So in order for you to get, um, benefits, you have to wait for company open enrollment or a qualified live event.

Speaker speaker\_3: Uh, when?

Speaker speaker\_4: Listen to them.

Speaker speaker\_1: Open enrollment for HSS? It's already passed. One second. I'm sorry about that. One second, let me double check when is the date.

Speaker speaker\_3: Okay.

Speaker speaker\_4: Wait. Yes. Yeah. Okay.

Speaker speaker\_1: Trying to find it. So HSS, it's already passed. It was back in October. They, um, wait for October or a qualified live event. It will be, like have benefits today and you lost them, that would be a qualified live event. Okay? Then that you will have to wait for the open enrollment in-

Speaker speaker\_5: ... October, November.

Speaker speaker\_6: October, November?

Speaker speaker\_5: Yes, sir.

Speaker speaker\_6: Uh, so there, there is no... There is another way I can get benefit? Like I said, if you lost benefits in the last 30 days with another company, that might be a qualified live event. Can you explain, can you explain me what does that mean? Qualified, like? Live event. Let's say, um, you have benefits with another company, insurance. No. Well, if you

didn't have it then, um, just you don't... That would be a qualified live event. Other than that then you have to wait for the company open enrollment. Oh. I can't have benefit now? No, sir. Uh. You have 30 days when you started working to enroll for- For HSS.

Speaker speaker\_5: ... the company open enrollment. Right now you cannot enroll.

Speaker speaker\_6: Uh. Yeah, I know when I start working. I don't understand what you mean. I told you that, um, I know the date that I start working for HSS.

Speaker speaker\_5: It doesn't matter when you started working. It's because you got 30 days when you started and they already passed. So now you have to wait for company open enrollment which is in October, November. That's when they usually- Okay, even, even, even if, if I work in another position? It don't matter. So I would say the... I'm working now like, uh, joint supervisor so there is no way- It doesn't matter because you started working back in August. You just, you just been promoted. Uh, okay. So can you repeat the email for me? Your email? Yeah, the email you see in my account. Your first name, your last name, henrylopez6@gmail.com. Oh, no. I made a... I, I update. I asked you for update. My new email is carlhenryls1. Okay. Can you make the change for me? Sure. Can you repeat it please? Carl Henry. My last name, Carl Henry, ls1@gmail.com. Anything else I can do for you, sir? Um, no. So you tell me that I need to wait for... until October or November? Yes, sir. Ah. Okay, thank you. You're welcome. Thank you. Thank you so much. You're welcome. Thank you so much for calling.