

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, hello. How you doing? Good, and you? I'm fine. Um, my name is, um, Jarvis Folks, and I'd like to, um, enroll. Who do you work for? Um, I'm still with MAU, but I work at, um, Textron. Okay. May I have the last four digits of your Social so I can pull up your file? It's, um, 8083. 8083? Yes, ma'am. And you say your first name is Christopher? No, no. It's, um, it's Jarvis. Jarvis, okay. Folkers. Okay, Mr. Folkers. For security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth? Yes, um, it's 3204 Mars like the planet in Strand Court in West Indian- What was the city and state? The city is Augusta. No, no, my bad, um, city is Augusta, state Georgia. Okay. Is your ZIP code 30906? Uh, 30906. We have a telephone number on file, 706-550-5043, and your email is your first name last name24@gmail.com? Yeah, that's right. Let's see. Okay. In order for you to enroll, you will have to wait for company open enrollment. Um, the company open enrollment this year... Let me see if we have the date. They usually do it in December. Let's see. Yeah, that's why they come last time. I, I just need to know what date, you know, they come back. Okay. Let me just double-check on that information and... Let's see. Okay, so we don't have the exact date yet but they did it on May, December last year. Most likely it will be around that time this year. Uh, but I don't see- So when will- They did it last year around the 18th, so let's... Give me one sec. Let me see- Okay. ... if we got anything updated. Bear with me. Let me try to find more information, sir. Okay. Mr. Jarvis? Huh. Yes. Sorry for holding. So we have not received yet the exact day from when open enrollment is gonna be. So they do send out messages on your phone number, cell phone and email. So I would say to be on the lookout or give us a call back at, maybe by Friday we'll have an idea, but as right now, we don't have anything yet. Okay. All right. But I was... Um, yeah, you could be on the lookout for the messages or give us a call back on Friday, maybe we'll have something, any updates. Oh, okay. Thank you. Thank you for giving us a call. Have a great rest of the day. You too. 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 in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, hello. How you doing?

Speaker speaker_1: Good, and you?

Speaker speaker_2: I'm fine. Um, my name is, um, Jarvis Folks, and I'd like to, um, enroll.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Um, I'm still with MAU, but I work at, um, Textron.

Speaker speaker_1: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: It's, um, 8083.

Speaker speaker_1: 8083?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And you say your first name is Christopher?

Speaker speaker_2: No, no. It's, um, it's Jarvis.

Speaker speaker_1: Jarvis, okay. Folkers. Okay, Mr. Folkers. For security reasons and just to make sure we are in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_2: Yes, um, it's 3204 Mars like the planet in Strand Court in West Indian-

Speaker speaker_1: What was the city and state?

Speaker speaker_2: The city is Augusta. No, no, my bad, um, city is Augusta, state Georgia.

Speaker speaker_1: Okay. Is your ZIP code 30906?

Speaker speaker_2: Uh, 30906.

Speaker speaker_1: We have a telephone number on file, 706-550-5043, and your email is your first name last name24@gmail.com?

Speaker speaker_2: Yeah, that's right.

Speaker speaker_1: Let's see. Okay. In order for you to enroll, you will have to wait for company open enrollment. Um, the company open enrollment this year... Let me see if we have the date. They usually do it in December. Let's see.

Speaker speaker_2: Yeah, that's why they come last time. I, I just need to know what date, you know, they come back.

Speaker speaker_1: Okay. Let me just double-check on that information and... Let's see. Okay, so we don't have the exact date yet but they did it on May, December last year. Most likely it will be around that time this year. Uh, but I don't see-

Speaker speaker_2: So when will-

Speaker speaker_1: They did it last year around the 18th, so let's... Give me one sec. Let me see-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if we got anything updated. Bear with me. Let me try to find more information, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Mr. Jarvis?

Speaker speaker_2: Huh. Yes.

Speaker speaker_1: Sorry for holding. So we have not received yet the exact day from when open enrollment is gonna be. So they do send out messages on your phone number, cell phone and email. So I would say to be on the lookout or give us a call back at, maybe by Friday we'll have an idea, but as right now, we don't have anything yet.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. But I was... Um, yeah, you could be on the lookout for the messages or give us a call back on Friday, maybe we'll have something, any updates.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye.