

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . This is Pamela speaking. How may I help you? Hi. I was hoping to see if my open enrollment period is still available. Who do you work for, sir? I work for Creative Circle. All right, bear with me. May I have the last four digits of your Social? 0332. 0332, Creative Circle. And your first and last name? Ryan Grieco. Mr. Grieco, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yes. 9630 Featherwood Lane, Dayton, Ohio 45458. And my date of birth is November 20th, 1987. Thank you. Mm-hmm. We have a phone number on file... Let me It's not calling. Okay. Um, 937-416-2433 and your email is your first name letter J, your last name at gmail.com? Yes. And when do you start working for Creator Circle? Well, uh, I started working a few years ago. I got the email for, um, open enrollment in, let's see, oh, about 20 days ago, November 5th. Okay. So, I don't have you late, latest hire date in the system. What I could do, I could send a eligibility review and then we could know if you're still available, eligible to enroll. Um, it does take 24 to 48 hours for me to get the response from them. By any chance you know what would you like to enroll to? Um, you've... I know I'd like to enroll in the family medical plan. I'm not sure if there are different tiers. Um... What I could do, I could send you the benefit guide to your email while we- Okay. ... wait for the eligibility review. I think I might have it pulled up. I see, um, the, like the different tiers now that I'm looking at it, Stay Healthy, Insurance Plus, Insurance Amped- Uh-huh. ... and Insur- Okay, I do have that. Thank you. Okay. So when, um, as soon as I get the answer back, I'll give you a call. Okay. Is there a specific time to call you? Um, no, anytime is fine. Okay. So, um, as soon as I get an answer, I'll give you a call and then we'll take it from there. Okay. Fantastic. Thank you- All right. ... so much. Thank you for giving us a call. Have a great rest of the day. Thank you. 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 . This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I was hoping to see if my open enrollment period is still available.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: I work for Creative Circle.

Speaker speaker_1: All right, bear with me. May I have the last four digits of your Social?

Speaker speaker_2: 0332.

Speaker speaker_1: 0332, Creative Circle. And your first and last name?

Speaker speaker_2: Ryan Grieco.

Speaker speaker_1: Mr. Grieco, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. 9630 Featherwood Lane, Dayton, Ohio 45458. And my date of birth is November 20th, 1987.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: We have a phone number on file... Let me

Speaker speaker_3: It's not calling. Okay. Um, 937-416-2433 and your email is your first name letter J, your last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And when do you start working for Creator Circle?

Speaker speaker_2: Well, uh, I started working a few years ago. I got the email for, um, open enrollment in, let's see, oh, about 20 days ago, November 5th.

Speaker speaker_1: Okay. So, I don't have you late, latest hire date in the system. What I could do, I could send a eligibility review and then we could know if you're still available, eligible to enroll. Um, it does take 24 to 48 hours for me to get the response from them. By any chance you know what would you like to enroll to?

Speaker speaker_2: Um, you've... I know I'd like to enroll in the family medical plan. I'm not sure if there are different tiers. Um...

Speaker speaker_1: What I could do, I could send you the benefit guide to your email while we-

Speaker speaker_2: Okay.

Speaker speaker_1: ... wait for the eligibility review.

Speaker speaker_2: I think I might have it pulled up. I see, um, the, like the different tiers now that I'm looking at it, Stay Healthy, Insurance Plus, Insurance Amped-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... and Insur- Okay, I do have that. Thank you.

Speaker speaker_1: Okay. So when, um, as soon as I get the answer back, I'll give you a call.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there a specific time to call you?

Speaker speaker_2: Um, no, anytime is fine.

Speaker speaker_1: Okay. So, um, as soon as I get an answer, I'll give you a call and then we'll take it from there.

Speaker speaker_2: Okay. Fantastic. Thank you-

Speaker speaker_1: All right.

Speaker speaker_2: ... so much.

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

Speaker speaker_2: Thank you. Bye.

Speaker speaker_1: Bye-bye.