

Transcript: Priscilla

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Full Transcript

Good evening. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to? My name is Kevin Hawkins. Okay, Mr. Hawkins can I get the agencies that the, that agency you're working for? QRC. Bear with me one second. All right, can you repeat that agency you work for me again? QRC Staffing. Okay, and what's the last four digits of your Social Security number? 3290. Bear with me one sec. Okay, I just want, uh, to confirm here that I'm on the right file. Can I have the address and your date of birth only? 2125 Gables Drive Street, Northeast Brookhaven, Georgia 30319. And what else did you say you needed? Date of birth. 6/25/70. Okay, so it's 2125 Gables Drive, Northeast. Yes. Okay? Yeah, yeah. Okay. I, I always sign up but I keep getting a text from you guys, so I'm just trying to figure out why I keep getting a text for. Okay, so you will be, so you will be receiving one text a week during your, um, personal open enrollment. That's how you're receiving the messages, mm-hmm. But I always sign up when I miss, missing or called it. Yes, but after 30 days... After 30 days you won't receive it any longer but you are enrolled. Right, for dental, correct? Excuse me? You said for dental, correct? Dental, disability and critical illness. Yeah, um, and you said after 30 days or it's- Yes, after 30 days you will not receive any messages any longer but you are active. Here on your account I am seeing you do have a missing beneficiary. Uh, I don't have anyone right now so I, I don't know. So am I supposed to get a card or something in the mail something or? Yeah, but we have to wait until the coverage becomes active for that one for dental. Right, so when like, yeah, when I called, when I got last time it said it was 30 days but actually passed 30 days but I'm still not 30 days? Going to be 30 days from the first paycheck. I've already got my first paycheck, right? So like I'm, I'm, I'm into a new month already. Yes, so counting from that day, paycheck date you're going to be under your personal open er- you're going to be under your personal employment, open enrollment for 30 days. Right, but I, okay. Yeah, and the 30 days will end by the first week of June. So that, that would be 30 days because that seems like it would be more than 30 days, right or? Yeah, hire date here that I'm seeing, your hire date is May 5th. 30 days, it's going to be June 5th. Okay. All right, thank you. That's how the text message is, yes, sir. All right. All right, thank you. Okay, anything else I can help you out with? No, that's it. All right, thank you for calling Benefits in the Car. Have a wonderful evening. All right.

Conversation Format

Speaker speaker_0: Good evening. Thank you for calling Benefits in the Car. My name is Priscilla. Who do I have the pleasure of speaking to?

Speaker speaker_1: My name is Kevin Hawkins.

Speaker speaker_0: Okay, Mr. Hawkins can I get the agencies that the, that agency you're working for?

Speaker speaker_1: QRC.

Speaker speaker_0: Bear with me one second. All right, can you repeat that agency you work for me again?

Speaker speaker_1: QRC Staffing.

Speaker speaker_0: Okay, and what's the last four digits of your Social Security number?

Speaker speaker_1: 3290.

Speaker speaker_0: Bear with me one sec. Okay, I just want, uh, to confirm here that I'm on the right file. Can I have the address and your date of birth only?

Speaker speaker_1: 2125 Gables Drive Street, Northeast Brookhaven, Georgia 30319. And what else did you say you needed?

Speaker speaker_0: Date of birth.

Speaker speaker_1: 6/25/70.

Speaker speaker_0: Okay, so it's 2125 Gables Drive, Northeast.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay?

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: I, I always sign up but I keep getting a text from you guys, so I'm just trying to figure out why I keep getting a text for.

Speaker speaker_0: Okay, so you will be, so you will be receiving one text a week during your, um, personal open enrollment. That's how you're receiving the messages, mm-hmm.

Speaker speaker_1: But I always sign up when I miss, missing or called it.

Speaker speaker_0: Yes, but after 30 days... After 30 days you won't receive it any longer but you are enrolled.

Speaker speaker_1: Right, for dental, correct?

Speaker speaker_0: Excuse me?

Speaker speaker_1: You said for dental, correct?

Speaker speaker_0: Dental, disability and critical illness.

Speaker speaker_1: Yeah, um, and you said after 30 days or it's-

Speaker speaker_0: Yes, after 30 days you will not receive any messages any longer but you are active. Here on your account I am seeing you do have a missing beneficiary.

Speaker speaker_1: Uh, I don't have anyone right now so I, I don't know. So am I supposed to get a card or something in the mail something or?

Speaker speaker_0: Yeah, but we have to wait until the coverage becomes active for that one for dental.

Speaker speaker_1: Right, so when like, yeah, when I called, when I got last time it said it was 30 days but actually passed 30 days but I'm still not 30 days?

Speaker speaker_0: Going to be 30 days from the first paycheck.

Speaker speaker_1: I've already got my first paycheck, right? So like I'm, I'm, I'm into a new month already.

Speaker speaker_0: Yes, so counting from that day, paycheck date you're going to be under your personal open er- you're going to be under your personal employment, open enrollment for 30 days.

Speaker speaker_1: Right, but I, okay.

Speaker speaker_0: Yeah, and the 30 days will end by the first week of June.

Speaker speaker_1: So that, that would be 30 days because that seems like it would be more than 30 days, right or?

Speaker speaker_0: Yeah, hire date here that I'm seeing, your hire date is May 5th. 30 days, it's going to be June 5th.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: That's how the text message is, yes, sir.

Speaker speaker_1: All right. All right, thank you.

Speaker speaker_0: Okay, anything else I can help you out with?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right, thank you for calling Benefits in the Car. Have a wonderful evening.

Speaker speaker_1: All right.