

Transcript: Priscilla

Torrales-5924683636981760-6156751335768064

Full Transcript

Good evening. Thank you for calling Benefits in the Car. My name is Priscilla. What, uh, who do I have the pleasure of speaking to? Uh, Ladarian Smith. What is the staffing agency you work for? Uh, Verstella. What was that? Yeah, it's the, uh, Verstella Staffing. So which means? The what? Oh, it's, uh, Funko. Funko is the company name. Your staffing agency? Yes. What was it again? I think it's, I believe it's Terra Staffing. Terra Staffing? Yeah, or it might be, uh, a different name now. Probably changed to, uh, Verstella Staffing. Okay. What is the last, what was the last four of your Social Security number? Uh, 3481. Your last name? Uh, Smith. Darian? Yes. Okay. Can you confirm the address that we have on file, please, and your birth date? Yeah, it's, uh, 23613 West Hermes Avenue, Buckeye, Illinois, 5326. And 623-533-1316. Your, um, date of birth? Oh, 10/16/1998. Okay, I have a phone number here. 623-533-1316? Yes. Okay, and then I do not have an email. Would you like to add a email here to have on file? Uh, uh, sure. Okay, what email could we use? Uh, dsmith101698@gmail.com. Okay, so that's dsmith101698 at gmail? Yes. Okay. I'm gonna go ahead and save that for you. And how, how can I assist you, Mr. Smith? Yeah, I was just trying to sign up for the, those benefits, um, through the company, um, to get, um, my dental, dental and the free Rx. Okay. On other stuff, yeah. Are those, are those the two that you're interested in, of enrolling in? Yeah, yeah, just en- enrolling, yes. Okay. Um, by any chance have they spoken to you about those coverages or those plans, or have they given you, like, a benefits, you know, benefits guide so you can look over? Yeah, yeah, they, they, they gave me a benefits guide. Okay. All right, well I'm seeing here that you are out of your enrollment period, um... Okay, um. Is there any way I can, like, sign up, or anything like that? Like, um... If you have- ... for it? Yes. If you have, you can qualify for enrollment if you have qualify, if you have, uh, Qualified Life Event, um, and that's like if you have a divorce, birth of a child, loss of previous coverage, um, and marriage- Right. ... mm-hmm, during those 30, first 30 days. Okay, is there anything else, well, like a accident or anything like that, or, or no? Nothing? Mm-mm. Mm-mm. Oh, okay. Uh, no more, yeah. Yeah, I don't think I qualify 'cause I'm not, uh, not married or anything, so, um, hey. Oh, when's our next enrollment? Okay, Darian Smith, I'll go ahead and let you know when your next company open enrollment is. Hey, let's do one sec, I'll... Okay. So, like, let's, um,..... And then she'll say... Okay. Okay, and there's company enrollment I see is in December. Okay, number. Okay, um, hey, 'cause I, I guess I'm not paid for the info, I guess not, uh, I believe 2024. Hey, hey, Mr. Smith, you sound very far away. Oh, no, I was just saying, uh, um, I'm assuming, uh, the last day for me to enroll was, I believe, around Ap- April 24th? I see it in March. Yeah, 'cause I started in, in March, so... Mm-hmm. Mm-hmm. So basically... So your next company open enrollment I do see is in December. Okay, okay. Okay, all right, well, thanks for, thanks again. All right, Mr. Smith, is there anything else I can help you with? Uh, no, that is it. No, that's it. All right. All

right, Mr. Smith, well, thank you for calling Benefits in the Car and have a wonderful evening. All right, you too.

Conversation Format

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

Speaker speaker_1: Uh, Ladarian Smith.

Speaker speaker_0: What is the staffing agency you work for?

Speaker speaker_1: Uh, Verstella.

Speaker speaker_0: What was that?

Speaker speaker_1: Yeah, it's the, uh, Verstella Staffing.

Speaker speaker_0: So which means?

Speaker speaker_1: The what? Oh, it's, uh, Funko. Funko is the company name.

Speaker speaker_0: Your staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: What was it again?

Speaker speaker_1: I think it's, I believe it's Terra Staffing.

Speaker speaker_0: Terra Staffing?

Speaker speaker_1: Yeah, or it might be, uh, a different name now. Probably changed to, uh, Verstella Staffing.

Speaker speaker_0: Okay. What is the last, what was the last four of your Social Security number?

Speaker speaker_1: Uh, 3481.

Speaker speaker_0: Your last name?

Speaker speaker_1: Uh, Smith.

Speaker speaker_0: Darian?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Can you confirm the address that we have on file, please, and your birth date?

Speaker speaker_1: Yeah, it's, uh, 23613 West Hermes Avenue, Buckeye, Illinois, 5326. And 623-533-1316.

Speaker speaker_0: Your, um, date of birth?

Speaker speaker_1: Oh, 10/16/1998.

Speaker speaker_0: Okay, I have a phone number here. 623-533-1316?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and then I do not have an email. Would you like to add a email here to have on file?

Speaker speaker_1: Uh, uh, sure.

Speaker speaker_0: Okay, what email could we use?

Speaker speaker_1: Uh, dsmith101698@gmail.com.

Speaker speaker_0: Okay, so that's dsmith101698 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'm gonna go ahead and save that for you. And how, how can I assist you, Mr. Smith?

Speaker speaker_1: Yeah, I was just trying to sign up for the, those benefits, um, through the company, um, to get, um, my dental, dental and the free Rx.

Speaker speaker_0: Okay.

Speaker speaker_1: On other stuff, yeah.

Speaker speaker_0: Are those, are those the two that you're interested in, of enrolling in?

Speaker speaker_1: Yeah, yeah, just en- enrolling, yes.

Speaker speaker_0: Okay. Um, by any chance have they spoken to you about those coverages or those plans, or have they given you, like, a benefits, you know, benefits guide so you can look over?

Speaker speaker_1: Yeah, yeah, they, they, they gave me a benefits guide.

Speaker speaker_0: Okay. All right, well I'm seeing here that you are out of your enrollment period, um...

Speaker speaker_1: Okay, um. Is there any way I can, like, sign up, or anything like that? Like, um...

Speaker speaker_0: If you have-

Speaker speaker_1: ... for it?

Speaker speaker_0: Yes. If you have, you can qualify for enrollment if you have qualify, if you have, uh, Qualified Life Event, um, and that's like if you have a divorce, birth of a child, loss of previous coverage, um, and marriage-

Speaker speaker_1: Right.

Speaker speaker_0: ... mm-hmm, during those 30, first 30 days.

Speaker speaker_1: Okay, is there anything else, well, like a accident or anything like that, or, or no? Nothing?

Speaker speaker_0: Mm-mm. Mm-mm.

Speaker speaker_1: Oh, okay. Uh, no more, yeah. Yeah, I don't think I qualify 'cause I'm not, uh, not married or anything, so, um, hey. Oh, when's our next enrollment?

Speaker speaker_0: Okay, Darian Smith, I'll go ahead and let you know when your next company open enrollment is. Hey, let's do one sec, I'll...

Speaker speaker_1: Okay.

Speaker speaker_2: So, like, let's, um,..... And then she'll say... Okay.

Speaker speaker_0: Okay, and there's company enrollment I see is in December.

Speaker speaker_1: Okay, number. Okay, um, hey, 'cause I, I guess I'm not paid for the info, I guess not, uh, I believe 2024.

Speaker speaker_0: Hey, hey, Mr. Smith, you sound very far away.

Speaker speaker_1: Oh, no, I was just saying, uh, um, I'm assuming, uh, the last day for me to enroll was, I believe, around Ap- April 24th?

Speaker speaker_0: I see it in March.

Speaker speaker_1: Yeah, 'cause I started in, in March, so...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Mm-hmm. So basically...

Speaker speaker_0: So your next company open enrollment I do see is in December.

Speaker speaker_1: Okay, okay. Okay, all right, well, thanks for, thanks again.

Speaker speaker_0: All right, Mr. Smith, is there anything else I can help you with?

Speaker speaker_1: Uh, no, that is it. No, that's it.

Speaker speaker_0: All right. All right, Mr. Smith, well, thank you for calling Benefits in the Car and have a wonderful evening.

Speaker speaker_1: All right, you too.