

## **Transcript: Sara**

**Marulanda-4660681248522240-6323834319454208**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Um, hi, Sarah. My name is Chrisanta Jones. Hello, Ms. Jones. How may I help you? Okay, so, um, I'm currently a contractor for, uh, Verstella here in Memphis, Tennessee. And I was just questioning, um, I, I received a email from you guys because I, I think I had, um, spoke with my, my, um, on-site manager, and I had asked her last week, uh, if Verstella offers, uh, you know, the temporary, uh, contractors, uh, medical insurance. Mm-hmm. And, um, I- I really believe that she didn't know, but I just wanted to call to make sure 'cause I was inquiring of it because I wanted it. I wanted medical and dental and vision. Okay. Then- So, I just want to be sure... Okay, let me just check your account. You said you're w- with Verstella? Yeah, I'm with Verstella as a, uh, as a contractor that they- Okay. ... send out to, you know, the temporary, uh, I wanted to . Yes, . Yeah. Uh-huh. Um, may I have please the last four digits of your Social Security number? Yes. It's 5784. And I just received this email this morning from you all, so that's why I wanted to be sure that this is legit because, um, I guess the on-site manager, she didn't know, 'cause I had asked her about if you guys of- if they offered it to temporary employees. Okay, let me check that for you. Uh- Thank you. ... Verstella Trust Services. Chrisanta Jones- Mm-hmm. ... right? Yes. Okay, Ms. Jones. Uh, first and everything, we don't have any phone number, email address or, uh, your mailing address. We're gonna need that information. Uh, the other thing is then is you are eligible to enroll if you would like to. We can do that . Oh, that's what I was asking. Yes, ma'am. Yes. I was asking, um, I was asking, uh, what I really wanted to know was am I eligible to enroll? That's what I'm asking. Yes, you're eligible. Because I- Yes. Oh, I am? Okay. Yes, ma'am. You're still. Okay. So, um, let's go- Okay, so the link, the link online where I can, I can go ahead and apply 'cause online is like - Okay, if you want to do it. ... 'cause I have to look at everything, right? Yes. Yeah, it's okay if you want to do it online. Just, uh, remember, we need you to add a address and phone number and email address because we have no way to contact you at all. So then- Yeah. ... we know how to respond. I'll go ahead and put... Yeah, I'll put that on there as soon as I apply. Okay, and the other thing is then, uh, remember, you have 30 days from your first paycheck in order to enroll. After 30 days, you're not gonna be eligible to do it. So you're just- Yes, ma'am. ... doing your personal enrollment. Yes, ma'am. Okay, ma'am. Um, do you have any other questions for me? Um, that's it. I will give you a call if I do have any questions. Thank you so much. Sure, ma'am. We're gonna be here until 8:00 PM Monday through Friday, remember, Eastern time. Yes, ma'am. Have a great day, ma'am. I really appreciate you. My pleasure as well. Mm. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Um, hi, Sarah. My name is Chrisanta Jones. Hello, Ms. Jones. How may I help you? Okay, so, um, I'm currently a contractor for, uh, Verstella here in Memphis, Tennessee. And I was just questioning, um, I, I received a email from you guys because I, I think I had, um, spoke with my, my, um, on-site manager, and I had asked her last week, uh, if Verstella offers, uh, you know, the temporary, uh, contractors, uh, medical insurance. Mm-hmm. And, um, I- I really believe that she didn't know, but I just wanted to call to make sure 'cause I was inquiring of it because I wanted it. I wanted medical and dental and vision. Okay. Then- So, I just want to be sure... Okay, let me just check your account. You said you're w- with Verstella? Yeah, I'm with Verstella as a, uh, as a contractor that they- Okay. ... send out to, you know, the temporary, uh, I wanted to . Yes, . Yeah. Uh-huh. Um, may I have please the last four digits of your Social Security number? Yes. It's 5784. And I just received this email this morning from you all, so that's why I wanted to be sure that this is legit because, um, I guess the on-site manager, she didn't know, 'cause I had asked her about if you guys of- if they offered it to temporary employees. Okay, let me check that for you. Uh- Thank you. ... Verstella Trust Services. Chrisanta Jones- Mm-hmm. ... right? Yes. Okay, Ms. Jones. Uh, first and everything, we don't have any phone number, email address or, uh, your mailing address. We're gonna need that information. Uh, the other thing is then is you are eligible to enroll if you would like to. We can do that . Oh, that's what I was asking. Yes, ma'am. Yes. I was asking, um, I was asking, uh, what I really wanted to know was am I eligible to enroll? That's what I'm asking. Yes, you're eligible. Because I- Yes. Oh, I am? Okay. Yes, ma'am. You're still. Okay. So, um, let's go- Okay, so the link, the link online where I can, I can go ahead and apply 'cause online is like - Okay, if you want to do it. ... 'cause I have to look at everything, right? Yes. Yeah, it's okay if you want to do it online. Just, uh, remember, we need you to add a address and phone number and email address because we have no way to contact you at all. So then- Yeah. ... we know how to respond. I'll go ahead and put... Yeah, I'll put that on there as soon as I apply. Okay, and the other thing is then, uh, remember, you have 30 days from your first paycheck in order to enroll. After 30 days, you're not gonna be eligible to do it. So you're just- Yes, ma'am. ... doing your personal enrollment. Yes, ma'am. Okay, ma'am. Um, do you have any other questions for me? Um, that's it. I will give you a call if I do have any questions. Thank you so much. Sure, ma'am. We're gonna be here until 8:00 PM Monday through Friday, remember, Eastern time. Yes, ma'am. Have a great day, ma'am. I really appreciate you. My pleasure as well. Mm. Bye-bye. Bye-bye.