

## **Transcript: Sara**

**Marulanda-5691632683270144-5296063364153344**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Account. My name is Sarah. May I have your name, please? Kendrick Dortch. Hello, sir. How may I help you? Um, I was... I'm doing an online application and I ran into the BIC enrollment, and I'm... And it's telling me to redirect to call you guys, and I wanted to see if I could cancel enrollment. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Agency is OnTrack Staffing. Okay. My last Social is 0807. Thank you very much, Mr. Kendrick M. Dortch. And, uh, just for security purposes, sir, can you please verify your address and date of birth? I just updated it but it is 2269 Eastern Boulevard, Apartment 148F. Montgomery, Alabama zip code 36116. And my date of birth is October 7, 1989. Have you recently moved? Because we have a different address here. Yeah, like I said, I'm, I'm reapplying and yes, that's... I did move. Okay, do you remember the old address? Uh, 817 817 Barker Road. Road. Yes, sir. That's correct. Okay, so give me the new address one more time. I want to update the system. 2269 Eastern Boulevard. 2269 Eastern- Yes. Eastern Boulevard. ... Boulevard. Yes. Any apartment number? Apartment 148F. 148 what else? I'm sorry. F as, uh, F as in flag. S as in Sierra? F as in falcon, flag- Frank? ... 148F. Okay. 148, F as in frank. Yes, ma'am. Montgomery, Alabama 36116. Six. Thank you very much. Yes. And is your email kendrickdorch@yahoo.com? Yes. And is your phone number 205-784-7713? Um, I updated that. Okay, which one is the phone number? 323-633-8004. We've got 323-633-8004. Correct. Thank you very much. Okay. And you say you want to cancel? Yes, it said, "Enrollment not allowed. Please call our contact center for any changes." So I'm, I'm assuming I should cancel. I mean, no, no, no. Um, what that, what that means is then, um... Okay, you have no coverage with us, so there's nothing to cancel here. Uh, should we decline enrollment on October 13, 2022? No. But until now, there is no enrollment, there is no nothing. My question is, okay, if there is no coverage, you have nothing to cancel. Um- Oh, okay. Did you want to enroll? Yes, I guess. Want, do you want to enroll on healthcare benefits through the company, through OnTrack? I'd rather not have the benefits, so how can I do that? I mean, the question is if you want to enroll. Um, first, I will have to send an eligibility review because we don't have any updated, um, date on the system. The last date we have is October 2022, which will make you not eligible for enrollment due to the hire date. But, uh, when did you start working with the company again? I haven't started yet. I am doing a process and application, but that, it led me to the BIC enrollment, and I'm, I guess I'm confused on what to do right now. Okay, uh, the last time you work with the company was on 2022? Yes. Okay, in that case, I'm gonna need to send this to the main office for them to update the system, um, for us to be able to enroll you. We are the ones who help to enroll. Um, can you, like, skip that part? Does the system allows you to? Say it again? D- does the system over there where you're, uh, trying to enroll on, um... I mean,

working with the, uh, uh, onboarding documentation, does that system allows you to skip the enrollment part? It's not letting me, uh, enroll or cancel or it's not letting me do anything. It just told me to call you guys and for any changes. Okay, um, what that means, it's not letting you do anything because, uh, it's showing that you are not eligible because the hire date we have here is from 2022, so the system thinks..... that you have been working since 2022. That means you're not eligible to enroll but if you want to enroll, I will have to send an eligibility review. The main office will do that, and they will update the system with the most current hire date for you and then we can- Oh, when- After that we can go ahead and enroll you, but with no update on the system, we cannot enroll you on, um, it's... I mean, you don't have to enroll in benefits if you don't want to. It just that I don't know if refreshing this page here will allows you to keep going. Give me, give me just a minute. I want to check that here... I want you to please go to your page and try to refresh the page and see if that allows you to keep going. Uh, no. It's asking for... It says, "Please select or decline benefits in the car coverage and copy and paste the confirmation code." But- Okay. It's asking for a confirmation code. Okay. That is something different. I gonna give you the code. Just let me know whenever you're ready. Okay. I'm ready. S as in sierra. X as in x-ray. D as in delta. D as in delta. Y as in Yankee. C as in Charlie. Number four. X as in x-ray. Zero and L as Lima. So let me repeat. S, X, D, D, J, C4, X, zero, L? Yes, sir. That's correct. Maybe I need to... Let me write this down. This tears my eyes, but I'm spacing. That allows you to keep going? No, I refreshed the page. Okay. I'm trying to see. Okay, I'm allowed back in. Yeah, it's good not doing nothing. It does not? No. Mm. That's weird. That's super weird because usually they don't ask for... I mean, OnTrack usually don't ask for pin number or anything. May I put you on hold for a minute please? No problem. Okay. I'll be right back with you. Okay. Thank you. Hello, Mr. Deutsch? Yes. Thank you for, thank you for waiting, sir. Okay. I just asked here, uh, m- to my supervisor and he said, "No, we don't have those confirmation numbers." If the confirmation number for the call does not work, you guys have to contact on track, because we don't do that. Okay. I'm sorry about that. So one more question before we disconnect this call. Um, are you interested on enrollment? Because that way I can send an eligibility review for them to, um, to check on that and I will be giving you a call if you want me to, uh, help you with enrollment. Can you do that or not? Would you like to do that or not? Yeah, you can check and see if I can enroll, that'll be fine. Okay. Um, have you checked the benefit guide? No, it wouldn't let me. It won't let me log in. Okay. So what I'm gonna do in the meantime once you contact the company, OTS, I'm gonna send you a benefit guide and you can review the information and, um, once I get the information- the eligibility review back, I will be giving you a call. Okay? Okay. Okay, Mr. Kendrick. Yes, I suggest you to contact them directly because, I mean, they don't provide us with that number and I don't know why it says there BIC. That's, that's, that's kind of weird. . Yes. Okay. I'm sending you right now the on track benefit guide. That way you can check on that. On track staffing. Okay. I just sent it. You checked your email while we are on the phone, sir? Um, okay. On track staffing documents. Yes. Information and benefit guide. Gotcha. Okay, perfect. So once I get the eligibility review back, I will be giving you a call. It could be... Well, I don't think today, but tomorrow. Okay? Awesome. Thank you. You're more than welcome. Anything else that I can help you with today? Not today. That is it. All righty, sir. So thank you for contact- benefits and I wish you to have a wonderful day. Thank you. You too. Thank you, sir. Bye bye. Bye bye.

## Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

Thank you for calling Benefits in Account. My name is Sarah. May I have your name, please?

Kendrick Dortch. Hello, sir. How may I help you? Um, I was... I'm doing an online application and I ran into the BIC enrollment, and I'm... And it's telling me to redirect to call you guys, and I wanted to see if I could cancel enrollment. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Agency is OnTrack Staffing. Okay. My last Social is 0807. Thank you very much, Mr. Kendrick M. Dortch. And, uh, just for security purposes, sir, can you please verify your address and date of birth? I just updated it but it is 2269 Eastern Boulevard, Apartment 148F. Montgomery, Alabama zip code 36116. And my date of birth is October 7, 1989. Have you recently moved? Because we have a different address here. Yeah, like I said, I'm, I'm reapplying and yes, that's... I did move. Okay, do you remember the old address? Uh, 817 817 Barker Road. Road. Yes, sir. That's correct. Okay, so give me the new address one more time. I want to update the system. 2269 Eastern Boulevard. 2269 Eastern- Yes. Eastern Boulevard. ... Boulevard. Yes. Any apartment number? Apartment 148F. 148 what else? I'm sorry. F as, uh, F as in flag. S as in Sierra? F as in falcon, flag- Frank? ... 148F. Okay. 148, F as in frank. Yes, ma'am. Montgomery, Alabama 36116. Six. Thank you very much. Yes. And is your email kendrickdorch@yahoo.com? Yes. And is your phone number 205-784-7713? Um, I updated that. Okay, which one is the phone number? 323-633-8004. We've got 323-633-8004. Correct. Thank you very much. Okay. And you say you want to cancel? Yes, it said, "Enrollment not allowed. Please call our contact center for any changes." So I'm, I'm assuming I should cancel. I mean, no, no, no. Um, what that, what that means is then, um... Okay, you have no coverage with us, so there's nothing to cancel here. Uh, should we decline enrollment on October 13, 2022? No. But until now, there is no enrollment, there is no nothing. My question is, okay, if there is no coverage, you have nothing to cancel. Um- Oh, okay. Did you want to enroll? Yes, I guess. Want, do you want to enroll on healthcare benefits through the company, through OnTrack? I'd rather not have the benefits, so how can I do that? I mean, the question is if you want to enroll. Um, first, I will have to send an eligibility review because we don't have any updated, um, date on the system. The last date we have is October 2022, which will make you not eligible for enrollment due to the hire date. But, uh, when did you start working with the company again? I haven't started yet. I am doing a process and application, but that, it led me to the BIC enrollment, and I'm, I guess I'm confused on what to do right now. Okay, uh, the last time you work with the company was on 2022? Yes. Okay, in that case, I'm gonna need to send this to the main office for them to update the system, um, for us to be able to enroll you. We are the ones who help to enroll. Um, can you, like, skip that part? Does the system allows you to? Say it again? D- does the system over there where you're, uh, trying to enroll on, um... I mean, working with the, uh, uh, onboarding documentation, does that system allows you to skip the enrollment part? It's not letting me, uh, enroll or cancel or it's not letting me do anything. It just told me to call you guys and for any changes. Okay, um, what that means, it's not letting you do anything because, uh, it's showing that you are not eligible because the hire date we have here is from 2022, so the system thinks..... that you have been working since 2022. That means you're not eligible to enroll but if you want to enroll, I will have to send an eligibility review. The main office will do

that, and they will update the system with the most current hire date for you and then we can- Oh, when- After that we can go ahead and enroll you, but with no update on the system, we cannot enroll you on, um, it's... I mean, you don't have to enroll in benefits if you don't want to. It just that I don't know if refreshing this page here will allow you to keep going. Give me, give me just a minute. I want to check that here... I want you to please go to your page and try to refresh the page and see if that allows you to keep going. Uh, no. It's asking for... It says, "Please select or decline benefits in the car coverage and copy and paste the confirmation code." But- Okay. It's asking for a confirmation code. Okay. That is something different. I gonna give you the code. Just let me know whenever you're ready. Okay. I'm ready. S as in sierra. X as in x-ray. D as in delta. D as in delta. Y as in Yankee. C as in Charlie. Number four. X as in x-ray. Zero and L as Lima. So let me repeat. S, X, D, D, J, C4, X, zero, L? Yes, sir. That's correct. Maybe I need to... Let me write this down. This tears my eyes, but I'm spacing. That allows you to keep going? No, I refreshed the page. Okay. I'm trying to see. Okay, I'm allowed back in. Yeah, it's good not doing nothing. It does not? No. Mm. That's weird. That's super weird because usually they don't ask for... I mean, OnTrack usually don't ask for pin number or anything. May I put you on hold for a minute please? No problem. Okay. I'll be right back with you. Okay. Thank you. Hello, Mr. Deutsch? Yes. Thank you for, thank you for waiting, sir. Okay. I just asked here, uh, m- to my supervisor and he said, "No, we don't have those confirmation numbers." If the confirmation number for the call does not work, you guys have to contact on track, because we don't do that. Okay. I'm sorry about that. So one more question before we disconnect this call. Um, are you interested on enrollment? Because that way I can send an eligibility review for them to, um, to check on that and I will be giving you a call if you want me to, uh, help you with enrollment. Can you do that or not? Would you like to do that or not? Yeah, you can check and see if I can enroll, that'll be fine. Okay. Um, have you checked the benefit guide? No, it wouldn't let me. It won't let me log in. Okay. So what I'm gonna do in the meantime once you contact the company, OTS, I'm gonna send you a benefit guide and you can review the information and, um, once I get the information- the eligibility review back, I will be giving you a call. Okay? Okay. Okay, Mr. Kendrick. Yes, I suggest you to contact them directly because, I mean, they don't provide us with that number and I don't know why it says there BIC. That's, that's, that's kind of weird. . Yes. Okay. I'm sending you right now the on track benefit guide. That way you can check on that. On track staffing. Okay. I just sent it. You checked your email while we are on the phone, sir? Um, okay. On track staffing documents. Yes. Information and benefit guide. Gotcha. Okay, perfect. So once I get the eligibility review back, I will be giving you a call. It could be... Well, I don't think today, but tomorrow. Okay? Awesome. Thank you. You're more than welcome. Anything else that I can help you with today? Not today. That is it. All righty, sir. So thank you for contact- benefits and I wish you to have a wonderful day. Thank you. You too. Thank you, sir. Bye bye. Bye bye.