

## **Transcript: Sara**

**Marulanda-5925714386927616-5026324210171904**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes, hi, it's Laura Olson. Hello, Ms. Laura. How may I help you? I'm calling because I was trying to enroll for benefits, and, um, I got a notice that I'm unable to and that I was su- I need to call this number. Okay, let me check that for you. Uh, may I have the name of the agency that you are working with? Yeah, it's Creative Circle. Okay, and may I have the last four digits of your Social Security number? 2698. Okay. Give me just a minute. I am waiting for the system. Sure. Thank you. Yeah, thank you. Okay, Ms. Olson, Laura Olson. Uh, just for security purposes, can you please verify your address and date of birth? Sure. My address is 515 South Center Street in Redlands, California, zip code 92373. And my date of birth is 12/20/1985. And is your email LiveWell@localatgmail.com? Yeah, LiveWellEatLocal@gmail.com. That's me. Eat Local, okay. And is your phone number... I'm sorry. And is your phone number, uh- No, that's okay. Thank you. Is your phone number 626-437-9291? Yes. All righty, ma'am. Thank you very much. Wh- when did you start working with the company? So I've been working with Creative Circle for about three years, but I just had a change in my contract. Um, so I got an increase and a restart of my contract, and so I got an email saying that I could enroll in employee benefits. Um, and my, my husband recently lost his job, which was what I was receiving benefits through. So I was hoping, hoping to get benefits through Creative Circle ... Oh, okay. So you are trying to enroll, uh, out of the, your enrollment period, because you lost, uh, on voluntary loss coverage with another company. Is that correct? Yeah. When, when'd that happen? It actually happened... Well, it happened back in October, but we were y- um, and I didn't have a change in my contract. And so, but I just recently got a raise, and so I got an email eight days ago from Creative Circle saying that I could enroll in benefits. Okay, because, um, uh, due to your, um, loss of coverage, uh, that's called a qualified life event, but, uh, the only way you can do, or, well, make the qualified life event work for you is when you do that during the first 30 days since you lost the coverage. Now about the new contract, I'm not sure if that is a qualified life event. Um, what you mean is, then, uh, like, you get a, like, a different position? I got a raise, and so they, they started a new contract at a different pay rate, so... Oh, okay. It I got you now. May I put you on hold for a minute? I want to check that with my supervisor. Of course. Thank you so much. All righty, ma'am. Thank you. I'll be right back. Okay, thank you. You're welcome. Hello, Ms. Olson? Yes, hello. Thank you for waiting, ma'am. Okay. Um, I'm gonna send this for an eligibility review. Okay. Uh, as soon as I get any information back, I will be giving you a call, um, because I don't know if you're considered, like, a new hire or not, and that's something that, uh, the company, Creative Circle, will have to, uh, provide us with that information. So as soon as I get that- Okay. ... information back, I will be giving you a call either way, either if it's, uh, uh, if you are, um, eligible or not to enroll. Okay? Okay. All right,

ma'am? Would it help if I, would it help if I sent the email that I got from Creative Circle to you? Or I guess maybe you just need to hear it from Creative Circle? Well, that's something that, um, the main office will have to contact Creative Circle and get the information from them. Unless- Okay. ... uh, they require from me or from you to send that information, and, of course, I will be asking you for it. But at this moment- Okay. ... I don't think we need it until they, they require, they request it. Okay. All righty, ma'am. Um, other than that, is there anything else that I can help you at this moment, ma'am? No, that's it. Thank you. All righty, ma'am. You're more than welcome. Have a wonderful day. And, um, I will be giving you a call as soon as we get that information. Okay. I appreciate it. Thank you so much. You're more than welcome. Have a great day, ma'am. You too, bye. Thank you, bye.

## Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yes, hi, it's Laura Olson. Hello, Ms. Laura. How may I help you? I'm calling because I was trying to enroll for benefits, and, um, I got a notice that I'm unable to and that I was su- I need to call this number. Okay, let me check that for you. Uh, may I have the name of the agency that you are working with? Yeah, it's Creative Circle. Okay, and may I have the last four digits of your Social Security number? 2698. Okay. Give me just a minute. I am waiting for the system. Sure. Thank you. Yeah, thank you. Okay, Ms. Olson, Laura Olson. Uh, just for security purposes, can you please verify your address and date of birth? Sure. My address is 515 South Center Street in Redlands, California, zip code 92373. And my date of birth is 12/20/1985. And is your email LiveWell@localatgmail.com? Yeah, LiveWellEatLocal@gmail.com. That's me. Eat Local, okay. And is your phone number... I'm sorry. And is your phone number, uh- No, that's okay. Thank you. Is your phone number 626-437-9291? Yes. All righty, ma'am. Thank you very much. Wh- when did you start working with the company? So I've been working with Creative Circle for about three years, but I just had a change in my contract. Um, so I got an increase and a restart of my contract, and so I got an email saying that I could enroll in employee benefits. Um, and my, my husband recently lost his job, which was what I was receiving benefits through. So I was hoping, hoping to get benefits through Creative Circle ... Oh, okay. So you are trying to enroll, uh, out of the, your enrollment period, because you lost, uh, on voluntary loss coverage with another company. Is that correct? Yeah. When, when'd that happen? It actually happened... Well, it happened back in October, but we were y- um, and I didn't have a change in my contract. And so, but I just recently got a raise, and so I got an email eight days ago from Creative Circle saying that I could enroll in benefits. Okay, because, um, uh, due to your, um, loss of coverage, uh, that's called a qualified life event, but, uh, the only way you can do, or, well, make the qualified life event work for you is when you do that during the first 30 days since you lost the coverage. Now about the new contract, I'm not sure if that is a qualified life event. Um, what you mean is, then, uh, like, you get a, like, a different position? I got a raise, and so they, they started a new contract at a different pay rate, so... Oh, okay. It I got you now. May I put you on hold for a minute? I want to check that with my supervisor. Of course. Thank you so much. All righty, ma'am. Thank you. I'll be right back. Okay, thank you. You're welcome. Hello, Ms. Olson? Yes, hello. Thank you for waiting, ma'am. Okay. Um, I'm gonna send this

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