

Transcript: Sara

Marulanda-6226134109732864-6043651384754176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Um, my name is Bryce Bradford. Hello, Mr. Bradf- how may I help you? Um, I was wondering if I could put my name on the list early for open enrollment. I know it starts next week, but I was wondering if I could get a head start only because, um, I'm definitely in need of, uh, medical. Okay. Let me check that for you. What, what company are you working with? Site Staffing. You say Site Staffing? Yeah, Site Staffing. Okay. And may I have the last four of your social? 6417. Thank you very much, Mr. Bryce Bradford. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. It will be 11742 West Flag Avenue, date of birth is March 31st, 1993. Okay. Give me just a minute. You say March... Yes. March 31st. Okay. 19- 1993. Okay. We have a different date of birth here with a January 1st, 1980. Can you please just verify your complete social security number to update the system? Okay. It'll be 395-11-6417. Thank you very much. March 31st, 1993. Yes. Thank you. And is your email bryce.bradford23@gmail.com? Yes. And your phone number 401-... No. 4- 414-317-4534? Yes. And one more question. Your last name, that one, Bra- Bradford, is with one D or two Ds? It's, uh, it's one, one D, so it's B-R-A-D-F-O-R-D. Okay. I'm asking you because we have that with two B- two Ds here, but on the email, it was with one. So I just want to verify that. I already corrected. Thank you very much. Okay. So you say you want to know if you want... I mean, if you can go ahead and put your name on the list for the open enrollment? Yes. Let me check. Okay. Site Staffing First. Okay. So you're working with the company since, uh, February. Is that correct? Yes. And have you had any, like, lapse on, um, assignments longer than 90 days? Yes. When was the... Okay. Like, to- from today back, when was the last time you worked with the company? Um, well, I work with the company every, every week. Um, I've been... I started working with the company in February. Okay. And you have been working since then with them all the time? Mm-hmm. Yes. Okay. That case, we're going to have to wait until, um, that's, uh... Do, do, do, do. Okay. Let me... I'm checking that here. Until the 16th. That's when the company open enrollment starts. We cannot, um... There is a, like a waiting list for you to be on the... Um, for the company open enrollment period, for the enrollment. You just need to give us a call on the 16th. Okay. Okay. No, I- We cannot, like, speed up. Yeah. I didn't know. I was just... I was just wondering if I could get on there early. Okay. I understand that. Completely understand that. So just give us a call between, uh, December the 16th and January the... Let me check. The 30th. That's going to be the company open enrollment period, so any day of those, during that period, you can give us a call and we can go ahead and enroll you, but at this time, unfortunately, we cannot. Okay. And this is... Is this gonna cover medical and dental? Like, like is this gonna cover dental- You have... You, you have many, uh, different options to be enrolled at. It depends on what plan

you choose to be enrolled. They have preventative, medical, um, vision, dental, short-term disability, term life, beha- behavioral health, IDX Social Plus, 24-hour group accident, uh, critical illness with cancer benefits. Um, we've got PreRx. Um, what else? Well, as far as deductions, uh, as, as far as deductions in this staffing agency, is there, uh... Is, is that someth- something that's gonna be, um, deducted from our check? Yes. Or, if... Okay. There is a deduction from your check every pay- every week. Um, let me ask you, would you like me to send you the benefit guide? That way you can, um, like, review the information while you wait for the- Sure, please. Yeah, sure. Okay. Yes. Let me just... A minute. Okay. I'm working on that email right now. And I'm gonna send it to bryce.bradford23@gmail.com. Is that correct? Yes. Correct. Okay. I already sent it. All righty. And do you... Could you check your email while we are on the phone? I just want to be sure that you have received it. Yep. I received it. Um, yeah. I see it. Okay, perfect. I see it on my notifications. Yeah. Mm-hmm. Okay. Other than that, is there anything else that I can help you with? Uh, no. Thank you. Okay, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. All right. You too. Okay. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Um, my name is Bryce Bradford. Hello, Mr. Bradf- how may I help you? Um, I was wondering if I could put my name on the list early for open enrollment. I know it starts next week, but I was wondering if I could get a head start only because, um, I'm definitely in need of, uh, medical. Okay. Let me check that for you. What, what company are you working with? Site Staffing. You say Site Staffing? Yeah, Site Staffing. Okay. And may I have the last four of your social? 6417. Thank you very much, Mr. Bryce Bradford. And, uh, just for security purposes, can you please verify your address and date of birth? Yes. It will be 11742 West Flag Avenue, date of birth is March 31st, 1993. Okay. Give me just a minute. You say March... Yes. March 31st. Okay. 19- 1993. Okay. We have a different date of birth here with a January 1st, 1980. Can you please just verify your complete social security number to update the system? Okay. It'll be 395-11-6417. Thank you very much. March 31st, 1993. Yes. Thank you. And is your email bryce.bradford23@gmail.com? Yes. And your phone number 401-... No. 4-414-317-4534? Yes. And one more question. Your last name, that one, Bra- Bradford, is with one D or two Ds? It's, uh, it's one, one D, so it's B-R-A-D-F-O-R-D. Okay. I'm asking you because we have that with two B- two Ds here, but on the email, it was with one. So I just want to verify that. I already corrected. Thank you very much. Okay. So you say you want to know if you want... I mean, if you can go ahead and put your name on the list for the open enrollment? Yes. Let me check. Okay. Site Staffing First. Okay. So you're working with the company since, uh, February. Is that correct? Yes. And have you had any, like, lapse on, um, assignments longer than 90 days? Yes. When was the... Okay. Like, to- from today back, when was the last time you worked with the company? Um, well, I work with the company every, every week. Um, I've been... I started working with the company in February. Okay. And you have been working since then with them all the time? Mm-hmm. Yes. Okay. That case, we're going to have to wait until, um, that's, uh... Do, do, do, do. Okay. Let me... I'm

checking that here. Until the 16th. That's when the company open enrollment starts. We cannot, um... There is a, like a waiting list for you to be on the... Um, for the company open enrollment period, for the enrollment. You just need to give us a call on the 16th. Okay. Okay. No, I- We cannot, like, speed up. Yeah. I didn't know. I was just... I was just wondering if I could get on there early. Okay. I understand that. Completely understand that. So just give us a call between, uh, December the 16th and January the... Let me check. The 30th. That's going to be the company open enrollment period, so any day of those, during that period, you can give us a call and we can go ahead and enroll you, but at this time, unfortunately, we cannot. Okay. And this is... Is this gonna cover medical and dental? Like, like is this gonna cover dental- You have... You, you have many, uh, different options to be enrolled at. It depends on what plan you choose to be enrolled. They have preventative, medical, um, vision, dental, short-term disability, term life, beha- behavioral health, IDX Social Plus, 24-hour group accident, uh, critical illness with cancer benefits. Um, we've got PreRx. Um, what else? Well, as far as deductions, uh, as, as far as deductions in this staffing agency, is there, uh... Is, is that someth- something that's gonna be, um, deducted from our check? Yes. Or, if... Okay. There is a deduction from your check every pay- every week. Um, let me ask you, would you like me to send you the benefit guide? That way you can, um, like, review the information while you wait for the- Sure, please. Yeah, sure. Okay. Yes. Let me just... A minute. Okay. I'm working on that email right now. And I'm gonna send it to bryce.bradford23@gmail.com. Is that correct? Yes. Correct. Okay. I already sent it. All righty. And do you... Could you check your email while we are on the phone? I just want to be sure that you have received it. Yep. I received it. Um, yeah. I see it. Okay, perfect. I see it on my notifications. Yeah. Mm-hmm. Okay. Other than that, is there anything else that I can help you with? Uh, no. Thank you. Okay, sir. So thank you for calling Benefits in a Cart. Have a wonderful day. All right. You too. Okay. Bye.