

## Transcript: Sara

**Marulanda-6551417729892352-5337510772260864**

### 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, Angela Wolterman. W-O-L. Hello, ma'am. How may I help you? Um, I have an email, um, about a new benefit announcement and activating a, an account. I just, um, wanted to... Since I don't get a lot of emails from Benefits in a Cart, I just wanted to check and make sure that it was legit. Okay. Well, it depends on what... What is the agency that you are working with? What temporary agency or staffing company? Uh, Megaforce Staffing Agency or- Megaforce. ... Corporation. Okay. And may I have the last four digits of your Social Security number to find y-... To locate you on the system? 3439. Angela Wolterman. Uh, just for security purposes, ma'am, can you please verify your address and date of birth? 1315 Bear Tooth Court, 52793. Email A-N-G-W-O-L2-7@gmail.com? Yes. Phone number 704-865-7956? Yes. Okay. The message they sent you is about your company open enrollment period. Um, yes, but that may be- I've received texts. Yes, but that may be- I received texts about that. Mm-hmm. Um- But that- ... but I... What I got was an email from Benefits in a Cart about, um, activating an account. And let me check that for you. There's a link and I just want to make sure that it's a real... Okay. Let me check that for a minute. Hold on there. So, well, you are already enrolled on dental coverage. Okay. That's your current, uh, your current plan, dental. And that y-... Yes. It's going to be like a rollover, because you have been having that plan for long now. And the account is going to rollover or the enrollment is going to rollover to dental. But I don't know, um, a link to... I'm trying to think what kind of link have they sent you. There is no notes here at all. The last notes, notes we have here is from December 2023. And, uh...Well, you... Yes. Rollovers, service rollover process. No, we haven't sent you anything. Did they say like... Okay. The link, what does the link say? Because your company is under company open enrollment period, so probably it's for you to log in and to change coverage if you would like to. Yeah. The link just... It's a button that says activate your account today. No. I've seen that message before. Supposedly to manage my personal health records or something. I just wanted to make sure this isn't a scam. No, no, no. It is... Well, I don't know what they sent you, because I can't see from here. There is no notifications or updates on the system about any emails sent. What I think they did send you is, uh, like for you to enroll on healthcare coverage if you would like to. You have until the January the, uh, the 17th to enroll on- Okay. ... online if you want to, or by phone, because your company is under company open enrollment period. After the 18th you're not going to be eligible to make any changes or add, um, any benefits to, to your bene- the benefits you already have. Um, that could be the one. It will be... It will be my... W-W-W mydiac@megaforcestaffing... No. Okay. Let me check that. Hold on, please. Okay. Megaforce. That's going to be [www.mydiac.com/megaforce](http://www.mydiac.com/megaforce). That could be the one that they sent you for you to make changes, add dependents, or to, uh,

make any changes on your account. Because, uh, the company is under open enrollment period. But after the 18th you're not going to be eligible to do... And to make any changes. Um, that's the only thing- Okay. ... I think could be, because there is no notes here about any changes or for you to log in or update any information. No. Just if you would like to add anything or make any cancellations. Okay. Yes. I'm sorry about that. Unless your company has sent it under our name, Megaforce Staffing send it, uh, under Benefits in a Cart. It could be like enrollment form. I don't know what that can be, but it could be something from, uh, for you to update your coverage or- Okay. ... upgrade. Yes, ma'am. Just in case you want to make any changes, you can give us a call back or do it online. Okay. Thank you. All righty, ma'am. You're more than welcome. Anything else that I can help you with? Uh, not at this time. All righty. So have a wonderful day and thank you for calling Benefits in a Cart. Thank you. You're welcome. Bye-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, Angela Wolterman. W-O-L. Hello, ma'am. How may I help you? Um, I have an email, um, about a new benefit announcement and activating a, an account. I just, um, wanted to... Since I don't get a lot of emails from Benefits in a Cart, I just wanted to check and make sure that it was legit. Okay. Well, it depends on what... What is the agency that you are working with? What temporary agency or staffing company? Uh, Megaforce Staffing Agency or- Megaforce. ... Corporation. Okay. And may I have the last four digits of your Social Security number to find y-... To locate you on the system? 3439. Angela Wolterman. Uh, just for security purposes, ma'am, can you please verify your address and date of birth? 1315 Bear Tooth Court, 52793. Email A-N-G-W-O-L2-7@gmail.com? Yes. Phone number 704-865-7956? Yes. Okay. The message they sent you is about your company open enrollment period. Um, yes, but that may be- I've received texts. Yes, but that may be- I received texts about that. Mm-hmm. Um- But that- ... but I... What I got was an email from Benefits in a Cart about, um, activating an account. And let me check that for you. There's a link and I just want to make sure that it's a real... Okay. Let me check that for a minute. Hold on there. So, well, you are already enrolled on dental coverage. Okay. That's your current, uh, your current plan, dental. And that y-... Yes. It's going to be like a rollover, because you have been having that plan for long now. And the account is going to rollover or the enrollment is going to rollover to dental. But I don't know, um, a link to... I'm trying to think what kind of link have they sent you. There is no notes here at all. The last notes, notes we have here is from December 2023. And, uh...Well, you... Yes. Rollovers, service rollover process. No, we haven't sent you anything. Did they say like... Okay. The link, what does the link say? Because your company is under company open enrollment period, so probably it's for you to log in and to change coverage if you would like to. Yeah. The link just... It's a button that says activate your account today. No. I've seen that message before. Supposedly to manage my personal health records or something. I just wanted to make sure this isn't a scam. No, no, no. It is... Well, I don't know what they sent you, because I can't see from here. There is no notifications or updates on the system about any emails sent. What I think they did send you is, uh, like for you to enroll on

healthcare coverage if you would like to. You have until the January the, uh, the 17th to enroll on- Okay. ... online if you want to, or by phone, because your company is under company open enrollment period. After the 18th you're not going to be eligible to make any changes or add, um, any benefits to, to your bene- the benefits you already have. Um, that could be the one. It will be... It will be my... W-W-W mydiac@megaforcestaffing... No. Okay. Let me check that. Hold on, please. Okay. Megaforce. That's going to be [www.mydiac.com/megaforce](http://www.mydiac.com/megaforce). That could be the one that they sent you for you to make changes, add dependents, or to, uh, make any changes on your account. Because, uh, the company is under open enrollment period. But after the 18th you're not going to be eligible to do... And to make any changes. Um, that's the only thing- Okay. ... I think could be, because there is no notes here about any changes or for you to log in or update any information. No. Just if you would like to add anything or make any cancellations. Okay. Yes. I'm sorry about that. Unless your company has sent it under our name, Megaforce Staffing send it, uh, under Benefits in a Cart. It could be like enrollment form. I don't know what that can be, but it could be something from, uh, for you to update your coverage or- Okay. ... upgrade. Yes, ma'am. Just in case you want to make any changes, you can give us a call back or do it online. Okay. Thank you. All righty, ma'am. You're more than welcome. Anything else that I can help you with? Uh, not at this time. All righty. So have a wonderful day and thank you for calling Benefits in a Cart. Thank you. You're welcome. Bye-bye.