

Transcript: Sara

Marulanda-6555954389106688-5561804147572736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. May I ask you would take 10 seconds? Who's speaking? This is Benefiting a Card calling on behalf of Tempest Staff. Of a where? Tempest Staff, the temporary agency. You say temp staff? Yes, ma'am. Okay. Um, ma'am, we're processing the enrollment, uh, for healthcare coverage and you request coverage for employee plus child, but we don't have the child information. So, the question is, do you still want the coverage for employee plus child or just yourself? Um, just for... Can I add them at a later time or do I need to go ahead and do it now? Well, you have 30 days from your first paycheck in order to add them. After 30 days, you're not going to be eligible, and you're almost on the 30 days. The next time you're going to be eligible, uh, to do that will be until the next company opening enrollment period. You said June- Um, let me- You said June 2nd? No, no, no. Until the next company open enrollment- You said the next pay period? Let me catch the minute. Company- Okay. Can I give you, can, can I give you a call back- Enrollment period. Okay. What I'm going to do is I'm going to change this for employee only and then once you give us a call back with the information we can add. Okay. Uh, well, let me... Can I get you a call back on my lunch 'cause I'm currently at work right now? Yeah, sure. Okay. Yes, yes. Sure. In the meantime, I'm going to change it. Okay? Perfect. You're welcome. Have a great day, ma'am. Mm-bye. All, all right. Thank you. Bye-bye. Okay. Bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. May I ask you would take 10 seconds? Who's speaking? This is Benefiting a Card calling on behalf of Tempest Staff. Of a where? Tempest Staff, the temporary agency. You say temp staff? Yes, ma'am. Okay. Um, ma'am, we're processing the enrollment, uh, for healthcare coverage and you request coverage for employee plus child, but we don't have the child information. So, the question is, do you still want the coverage for employee plus child or just yourself? Um, just for... Can I add them at a later time or do I need to go ahead and do it now? Well, you have 30 days from your first paycheck in order to add them. After 30 days, you're not going to be eligible, and you're almost on the 30 days. The next time you're going to be eligible, uh, to do that will be until the next company opening enrollment period. You said June- Um, let me- You said June 2nd? No, no, no. Until the next company open enrollment- You said the next pay period? Let me catch the minute. Company- Okay. Can I give you, can, can I give you a call back- Enrollment period. Okay. What I'm going to do is I'm going to change this for employee only and then once you give us a call back with the information we can add. Okay. Uh, well, let me... Can I get you a call back on my lunch 'cause I'm currently at work right

now? Yeah, sure. Okay. Yes, yes. Sure. In the meantime, I'm going to change it. Okay?
Perfect. You're welcome. Have a great day, ma'am. Mm-bye. All, all right. Thank you.
Bye-bye. Okay. Bye.