

## Transcript: Sara

**Marulanda-6592586446192640-5456471295180800**

### Full Transcript

Thank you for calling Benefits in a Cart. My name is Sharon. May I have your name, please? Glenna Croft. Glenna Croft, how may I help you? So, um, I know there was a 30-day window to sign up for medical insurance. Um, I wonder if I'm still eligible for that. Let me check that for you. May I have the name of the agency- ... that you're working with and the last, the la- the last four digits of your Social Security number? It's ATC and then 1766. I don't have that written down. I dropped it. Okay. Ms. Croft, and just for security purposes, can you please verify your address and date of birth? 4965 Settle Street Northeast, Salem, Oregon 97305. 3461. Thank you, ma'am. And your email? Croftg@ymail.com? Yes. I need your phone number. 503-999-3071? Yes. Thank you very much, ma'am. Let me check this. Yes, ma'am, you're still under your personal open enrollment period. Okay. You know what? I'm having a hard time doing that on the phone. Is there any way you can send me the package? Sure. Um, let me do this. Okay. You're with- That would be great. ... Around the Clock, right? Pardon? Okay. No, no. I'm just, I'm sorry, thinking on high volume. L- I- let me send you the benefit guide, okay? Yes. And the forms to fill out and that way I could get it filled out. I was just having a hard time doing it on my phone. Okay. I don't know if I'm going to be able to send you the form. Um, let me see if we have it. I don't know, because we usually do that by phone. Okay. Yes. The form is here on the benefit guide as well. So let me send you that. May I put you on hold just for that? I just want to confirm with, with you that you have received it, uh, once, uh, I send it. Okay? Yes. I'll be right back with you, ma'am. Hold on please. Okay. Come here. Hello, Ms. Glenna. Yes. Thank you for waiting, ma'am. Okay. Um, can you check your email while we are on the phone? Yeah. Okay. Um, so you couldn't send it through the mail? Oh, no. We, we don't send that, uh, through the mail. We only send that through the email. Uh, ATC should have the, the printed copies there at their office. Oh, okay. So I guess I'll just go ahead and when I get to work in two days, I'll try to have someone help me, 'cause I have a hard time downloading it and doing that on my phone without help. Mm-hmm. So, okay. Let me check. Okay. Just in case, just in case you would like to enroll, uh, we can do that by phone as well, okay? Okay. All righty, ma'am. Um, other than that, Ms. Croft, is there anything else that I can help you with? Nope, and I'm gonna check it over and see what I can do. And what is my timeline be- before I can sign up? Oh, you said your deadline? Yeah. Okay. Let me do the math. 'Cause it's been almost 30 days and I'm getting worried. It's okay. Okay. Your hire date. 18. You have until May. Okay. Um, online until the 18th, but, uh, by phone until the 16. Uh, 17 and 18, we're closed, Saturday and Sunday. Okay. So by phone you are, uh, uh, eligible to enroll until the, the 18th. You still have like, a week and a half. All right. I will totally get that taken care of this week. All right, ma'am. Perfect. Um, other than that, Ms. Croft, is there anything else that I can help you with? Did you send that to my email? Let me look. I sent that to C-R-O-F-F-G@ymail.com. Yeah. It's probably just taking a while. Okay. Or if you

want to check maybe in the junk tray. Okay. Let's try that. You might find it. All right. Let's see. You know, I'm not seeing it, but I'm pretty sure ATC may have sent it to me as well, also. Okay. You're going to see an email from info@benefitsinacart. Um, okay. Just to verify your email C as in Charlie R-O-F-F-G@ymail.com. Is that correct? No, it's two Fs. C-R-O-F-F. Yes. Croff G. And, uh, the email is showing me that it was sent already. Okay. So probably it's in your junk or, uh, if you don't have the good signal, that's why. But it might be- I believe it's junk. ... there or something. Okay. I'm sure it'll pop up. Yeah. Um- Okay. Thank you. Appreciate it. You're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits In A Cart. You're welcome. Bye. Thank you. Hmm, bye-bye. Bye.

## Conversation Format

Speaker None: Thank you for calling Benefits in a Cart. My name is Sharon. May I have your name, please? Glenna Croft. Glenna Croft, how may I help you? So, um, I know there was a 30-day window to sign up for medical insurance. Um, I wonder if I'm still eligible for that. Let me check that for you. May I have the name of the agency- ... that you're working with and the last, the la- the last four digits of your Social Security number? It's ATC and then 1766. I don't have that written down. I dropped it. Okay. Ms. Croft, and just for security purposes, can you please verify your address and date of birth? 4965 Settle Street Northeast, Salem, Oregon 97305. 3461. Thank you, ma'am. And your email? Croftg@ymail.com? Yes. I need your phone number. 503-999-3071? Yes. Thank you very much, ma'am. Let me check this. Yes, ma'am, you're still under your personal open enrollment period. Okay. You know what? I'm having a hard time doing that on the phone. Is there any way you can send me the package? Sure. Um, let me do this. Okay. You're with- That would be great. ... Around the Clock, right? Pardon? Okay. No, no. I'm just, I'm sorry, thinking on high volume. L- I- let me send you the benefit guide, okay? Yes. And the forms to fill out and that way I could get it filled out. I was just having a hard time doing it on my phone. Okay. I don't know if I'm going to be able to send you the form. Um, let me see if we have it. I don't know, because we usually do that by phone. Okay. Yes. The form is here on the benefit guide as well. So let me send you that. May I put you on hold just for that? I just want to confirm with, with you that you have received it, uh, once, uh, I send it. Okay? Yes. I'll be right back with you, ma'am. Hold on please. Okay. Come here. Hello, Ms. Glenna. Yes. Thank you for waiting, ma'am. Okay. Um, can you check your email while we are on the phone? Yeah. Okay. Um, so you couldn't send it through the mail? Oh, no. We, we don't send that, uh, through the mail. We only send that through the email. Uh, ATC should have the, the printed copies there at their office. Oh, okay. So I guess I'll just go ahead and when I get to work in two days, I'll try to have someone help me, 'cause I have a hard time downloading it and doing that on my phone without help. Mm-hmm. So, okay. Let me check. Okay. Just in case, just in case you would like to enroll, uh, we can do that by phone as well, okay? Okay. All righty, ma'am. Um, other than that, Ms. Croft, is there anything else that I can help you with? Nope, and I'm gonna check it over and see what I can do. And what is my timeline be- before I can sign up? Oh, you said your deadline? Yeah. Okay. Let me do the math. 'Cause it's been almost 30 days and I'm getting worried. It's okay. Okay. Your hire date. 18. You have until May. Okay. Um, online until the 18th, but, uh, by phone until the 16. Uh, 17 and 18, we're closed, Saturday and Sunday. Okay. So by phone you are, uh, uh,

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