

Transcript: VICTORIA

Taylor-4807671321640960-5735959783194624

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, this is Daniel Fox and I was calling to see about enrolling. Okay, sure. What's the name of the agency you work for? Um... Um, I was going to say Ashley, but it's completely different now. Is, um... It's Verstela. Verstela? I'm sorry, what was that? Uh, Verstela. Is that the name of the, the staffing agency you're going through? Yes. And are you saying Venture? Uh, Verstela. How do you spell it? I'm, I'm- It's V-E-R-S-T-E-L-A. Verstela? Yes. Okay. And the last four of your Social? Um, 9514. And then your first and last name. Daniel Fox. Okay. Uh, do you mind verifying your address and date of birth? Uh, 13052 South Racine Avenue, 64... I mean, 60643 is the code. And my birthday is November 13th, 1995. And then phone number is 773-441-3694? That's correct. Okay. And then I have your email as K-U-R-Ofox22 at Gmail. Yes. Okay. Um, so I see unfortunately you are outside of your personal open enrollment period. You only have, uh, 30 days from the date of your first check to get enrolled, um, and currently they're not in an open enrollment period. Um, is, is it okay if I qualify for a life event? You have a qualifying life event, you said? Yes. Okay. So, what I'm gonna do is I'm gonna send you an email with instructions on how to submit that. Um, did that event happen within the last 30 days? Yes, it has. Okay, just wanted to make sure. So, I'm gonna send some instructions to your email. It'll lay out, um, the specific documentation for the different life events that are qualified. You just reply back to the email with the documentation that it's asking for. Once you have sent that over to us, it will be reviewed and we will follow up with you from there to let you know if it's been approved or not. All right. Um, did you... Now, in the event that it is approved, do you know what you're wanting to enroll into already or do you, uh, know what's being offered through Tara Staffing? I have no idea what's being offered. Okay. So, in that case I'm also... I'm gonna send you another email and the second email I'm gonna send to you is gonna have a copy of the benefits guide so that you can look over that, um, in the meantime. And then once I follow up with you, uh, we'll discuss if it's, if it's been approved for you to enroll and then what you want to enroll into from there. All right. Uh, was there anything else you might need help with or have questions for me? No, ma'am. That's pretty much it. All right. Well, you have a wonderful night. All right, you too. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, this is Daniel Fox and I was calling to see about enrolling.

Speaker speaker_0: Okay, sure. What's the name of the agency you work for?

Speaker speaker_1: Um... Um, I was going to say Ashley, but it's completely different now. Is, um... It's Verstela. Verstela?

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: Uh, Verstela.

Speaker speaker_0: Is that the name of the, the staffing agency you're going through?

Speaker speaker_1: Yes.

Speaker speaker_0: And are you saying Venture?

Speaker speaker_1: Uh, Verstela.

Speaker speaker_0: How do you spell it? I'm, I'm-

Speaker speaker_1: It's V-E-R-S-T-E-L-A.

Speaker speaker_0: Verstela?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: Um, 9514.

Speaker speaker_0: And then your first and last name.

Speaker speaker_1: Daniel Fox.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 13052 South Racine Avenue, 64... I mean, 60643 is the code. And my birthday is November 13th, 1995.

Speaker speaker_0: And then phone number is 773-441-3694?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then I have your email as K-U-R-Ofox22 at Gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I see unfortunately you are outside of your personal open enrollment period. You only have, uh, 30 days from the date of your first check to get enrolled, um, and currently they're not in a open enrollment period.

Speaker speaker_1: Um, is, is it okay if I qualify for a life event?

Speaker speaker_0: You have a qualifying life event, you said?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, what I'm gonna do is I'm gonna send you an email with instructions on how to submit that. Um, did that event happen within the last 30 days?

Speaker speaker_1: Yes, it has.

Speaker speaker_0: Okay, just wanted to make sure. So, I'm gonna send some instructions to your email. It'll lay out, um, the specific documentation for the different life events that are qualified. You just reply back to the email with the documentation that it's asking for. Once you have sent that over to us, it will be reviewed and we will follow up with you from there to let you know if it's been approved or not.

Speaker speaker_1: All right.

Speaker speaker_0: Um, did you... Now, in the event that it is approved, do you know what you're wanting to enroll into already or do you, uh, know what's being offered through Tara Staffing?

Speaker speaker_1: I have no idea what's being offered.

Speaker speaker_0: Okay. So, in that case I'm also... I'm gonna send you another email and the second email I'm gonna send to you is gonna have a copy of the benefits guide so that you can look over that, um, in the meantime. And then once I follow up with you, uh, we'll discuss if it's, if it's been approved for you to enroll and then what you want to enroll into from there.

Speaker speaker_1: All right.

Speaker speaker_0: Uh, was there anything else you might need help with or have questions for me?

Speaker speaker_1: No, ma'am. That's pretty much it.

Speaker speaker_0: All righty. Well, you have a wonderful night.

Speaker speaker_1: All right, you too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.