

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi. I was wondering if, um, uh, open enrollment is available now? Okay. Uh, what's the name of the agency you work for? Uh, Verstella. Uh, let me see. It used to... Uh, I think they merged from... Uh, it used to be on Terra, Terra Staffing, and then they merged- Okay. ... with Verstella. Yeah, so it looks like, uh, Terra Staffing is in open enrollment up until the 3rd of January. Okay, so I still have some time? Yes, sir. Okay. Um... And open enrollment can happen again during some, uh, a life-changing event, right? So it wouldn't be open enrollment. It would just... If you... We have... So the only other way to get enrolled outside of the open enrollment period is if you experience a qualifying life event. Okay, sorry. I used the wrong term. No worries. Um, um, I think that's all I need to know. Uh, thank you very much. You're welcome. Have a good day. Thank you. You too. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker\_2: Hi. I was wondering if, um, uh, open enrollment is available now?

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Uh, Verstella.

Speaker speaker\_1: Uh, let me see.

Speaker speaker\_2: It used to... Uh, I think they merged from... Uh, it used to be on Terra, Terra Staffing, and then they merged-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... with Verstella.

Speaker speaker\_1: Yeah, so it looks like, uh, Terra Staffing is in open enrollment up until the 3rd of January.

Speaker speaker\_2: Okay, so I still have some time?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Um... And open enrollment can happen again during some, uh, a life-changing event, right?

Speaker speaker\_1: So it wouldn't be open enrollment. It would just... If you... We have... So the only other way to get enrolled outside of the open enrollment period is if you experience a qualifying life event.

Speaker speaker\_2: Okay, sorry. I used the wrong term.

Speaker speaker\_1: No worries.

Speaker speaker\_2: Um, um, I think that's all I need to know. Uh, thank you very much.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: Thank you. You too. Bye.

Speaker speaker\_1: Bye-bye.