

## **Transcript: VICTORIA**

**Taylor-5247889185619968-5921516621053952**

### **Full Transcript**

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Hi, how can I still enroll? Okay. What's the name of the agency you work for? NSG. That's what it comes up on our dashboard. North Staff Group LLC. Okay. And the last four of your social? 7195. And your first and last name? Dahlia Barton-Williams. Okay. Do you mind verifying your address and date of birth? 81177 232 North 52nd Street, Unit 2, Philadelphia, Pennsylvania 19139. Okay. Let's see. And then phone number is 267-971-9256? Yes, ma'am. And then, um, I have email as bartondahlia@gmail.com? Yes, ma'am. Okay. Give me a few more seconds. Okay. So it looks like you're actually now outside of your personal open enrollment period. That ended on the 16th of April. So we're not able to get you enrolled into benefits at this point. Okay. That answers it. All right. Yes, ma'am. I know you'll be able to do so during the company open enrollment period that they have every year. Um, but unfortunately- When's that? Let's see. November? They just, they just came on with us as a client, so let me see if I can see when the open enrollment will be. Yeah, they just became a client of ours, so I don't have any dates to go by previously. But, um, of course, they'll let you know once the open enrollment- Okay. ... starts. All right. I appreciate it. Thank you. You're welcome. Bye-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: Hi, how can I still enroll?

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: NSG. That's what it comes up on our dashboard. North Staff Group LLC.

Speaker speaker\_0: Okay. And the last four of your social?

Speaker speaker\_1: 7195.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Dahlia Barton-Williams.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: 81177 232 North 52nd Street, Unit 2, Philadelphia, Pennsylvania 19139.

Speaker speaker\_0: Okay. Let's see. And then phone number is 267-971-9256?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then, um, I have email as bartondahlia@gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Give me a few more seconds. Okay. So it looks like you're actually now outside of your personal open enrollment period. That ended on the 16th of April. So we're not able to get you enrolled into benefits at this point.

Speaker speaker\_1: Okay. That answers it. All right.

Speaker speaker\_0: Yes, ma'am. I know you'll be able to do so during the company open enrollment period that they have every year. Um, but unfortunately-

Speaker speaker\_1: When's that?

Speaker speaker\_0: Let's see.

Speaker speaker\_1: November?

Speaker speaker\_0: They just, they just came on with us as a client, so let me see if I can see when the open enrollment will be. Yeah, they just became a client of ours, so I don't have any dates to go by previously. But, um, of course, they'll let you know once the open enrollment-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... starts.

Speaker speaker\_1: All right. I appreciate it. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.