

Transcript: VICTORIA

Taylor-5480196954308608-6547720202534912

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Um, hi. My name is Shamika Owens. Um, last week I had a slip and fall in the store and I was calling to see if I had short-term, long-term disability... well, short-term or long-term. I know I have one of them, I just can't remember which one it was. And if I don't... uh, can you check to see if I have it first and then I ask my other question? Okay. What's the name of the agency you work for? Um, TRC. And the last four of your Social? 9870. All right. And, uh, Shamika Owens, you said? Yes, ma'am. Gotcha. Do you mind verifying your address and date of birth? Uh, my address is 44631 Old State Road, St. Matthews, South Carolina 29135. Um, my date of birth is January 31st, 1987. Phone number 803-484-8437? Yes, ma'am. And then email is, uh, shamikaowen0 at gmail.com? Yes. Okay. Um, let's see. I do not see that you have short-term or, uh, we don't even offer long-term, but I don't see that you're enrolled into short-term disability. Um, would it be too late to enroll in it? Yes. Um, so currently TRC is not in an open enrollment period, so the only way that you would be able to add on to your enrollment is if you've recently, within the last 30 days, experienced a qualifying life event. Um, if you have not had a qualifying life event, you'll just have to wait for the next open enrollment period they have, which is typically... it looks like, uh, during September, October timeframe of every year. All righty then. Okay. Yes, ma'am. Thank you. Thank you so much. You're welcome. You have a good day. All right. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Um, hi. My name is Shamika Owens. Um, last week I had a slip and fall in the store and I was calling to see if I had short-term, long-term disability... well, short-term or long-term. I know I have one of them, I just can't remember which one it was. And if I don't... uh, can you check to see if I have it first and then I ask my other question?

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

Speaker speaker_1: Um, TRC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9870.

Speaker speaker_0: All right. And, uh, Shamika Owens, you said?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, my address is 44631 Old State Road, St. Matthews, South Carolina 29135. Um, my date of birth is January 31st, 1987.

Speaker speaker_0: Phone number 803-484-8437?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is, uh, shamikaowen0 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, let's see. I do not see that you have short-term or, uh, we don't even offer long-term, but I don't see that you're enrolled into short-term disability.

Speaker speaker_1: Um, would it be too late to enroll in it?

Speaker speaker_0: Yes. Um, so currently TRC is not in an open enrollment period, so the only way that you would be able to add on to your enrollment is if you've recently, within the last 30 days, experienced a qualifying life event. Um, if you have not had a qualifying life event, you'll just have to wait for the next open enrollment period they have, which is typically... it looks like, uh, during September, October timeframe of every year.

Speaker speaker_1: All righty then. Okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Thank you. Thank you so much.

Speaker speaker_0: You're welcome. You have a good day.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Bye-bye.