

Transcript: VICTORIA

Taylor-5556729294667776-6243672940658688

Full Transcript

Thank you for calling Benefits Card. This is Victoria. How can I help you? Hi, um, I was wondering, um, uh, my staffing agency offers the benefits on the card. Uh, I had declined it last year, um, and I wanted to see if I could, if I could still enroll for, for this year. Um, and then, I checked on the, uh, website, it says, uh, someone's making any changes to call, to call here. Okay. Uh, what's the name of the agency you work for? It's called On Track Staffing. And the last four of your Social? That's 2499. Okay. And your first and last name again? It's, uh, Jesus Cardoso. Okay. Do you mind verifying your address and date of birth? Sure. Uh, address is 10462 Benbrook Drive. And, uh, date of birth is, uh, February 27, 2003. And then phone number 214-431-7473? That's correct. And then email is javier, uh, your last name, 1122 at gmail? That's correct. Okay. Give me one second. Cool. Okay. So, it looks like you're outside of the company's open enrollment period, as well as your, um, personal open enrollment period. Um, I know they typically have open enrollment during, like, the Ju- July timeframe of every year, it looks like. July, you said? Yeah, around July timeframe. Oh, okay. Wh- When do the, uh, wh- uh, when does it end? Like, um, did it end sometime in January or...? No. They, they... The last open enrollment they had was in July of '24. Oh, in July. All right. Yeah. And they typically have it around every July. Oh, okay. Um... Okay, that's fine. Yeah. The only way we would be able to get you enrolled at this point is if you recently experienced a qualifying life event within the last, uh, 30 days. Qualifying events? Mm-hmm. Oh, okay. No, that's fine. Uh, I was just wondering but, uh, but thank you though. Okay. You have a wonderful day. You too. All right. Bye.

Conversation Format

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

Speaker speaker_1: Hi, um, I was wondering, um, uh, my staffing agency offers the benefits on the card. Uh, I had declined it last year, um, and I wanted to see if I could, if I could still enroll for, for this year. Um, and then, I checked on the, uh, website, it says, uh, someone's making any changes to call, to call here.

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

Speaker speaker_1: It's called On Track Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: That's 2499.

Speaker speaker_0: Okay. And your first and last name again?

Speaker speaker_1: It's, uh, Jesus Cardoso.

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

Speaker speaker_1: Sure. Uh, address is 10462 Benbrook Drive. And, uh, date of birth is, uh, February 27, 2003.

Speaker speaker_0: And then phone number 214-431-7473?

Speaker speaker_1: That's correct.

Speaker speaker_0: And then email is javier, uh, your last name, 1122 at gmail?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Cool.

Speaker speaker_0: Okay. So, it looks like you're outside of the company's open enrollment period, as well as your, um, personal open enrollment period. Um, I know they typically have open enrollment during, like, the Ju- July timeframe of every year, it looks like.

Speaker speaker_1: July, you said?

Speaker speaker_0: Yeah, around July timeframe.

Speaker speaker_1: Oh, okay. Wh- When do the, uh, wh- uh, when does it end? Like, um, did it end sometime in January or...?

Speaker speaker_0: No. They, they... The last open enrollment they had was in July of '24.

Speaker speaker_1: Oh, in July. All right.

Speaker speaker_0: Yeah. And they typically have it around every July.

Speaker speaker_1: Oh, okay. Um... Okay, that's fine.

Speaker speaker_0: Yeah. The only way we would be able to get you enrolled at this point is if you recently experienced a qualifying life event within the last, uh, 30 days.

Speaker speaker_1: Qualifying events?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Oh, okay. No, that's fine. Uh, I was just wondering but, uh, but thank you though.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: You too. All right.

Speaker speaker_0: Bye.