

Transcript: VICTORIA

Taylor-5829199767486464-5497626480295936

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? Uh, um, I was just trying to set up my enrollment coverages and it just said, "Enrollment not allowed. Please call our contact center," and it gave me this number. I'm not sure. Okay. I'm not sure what the - What's the name of the agency you work for? Um, Express. Is, is that the name of the staffing agency? Oh, no, no, no, no, no. Oh, Terra. Terra Staffing. Okay. Um, do, do, and the last four of your social? Uh, two, five, five, one. And your first and last name? Elijah Johnson. Do you mind verifying your address and date of birth? 920 West Indian School Road. And my birthday... You said my birthday right? Yes, sir. 02/17/2000. Phone number's going to be 602-600-5206. Mm-hmm. And then email- Yeah. ... is elijahjohnson0559@gmail.com? Yes. Okay. Are you a rehire with them? No. I work through them currently. Okay. Yeah, 'cause I'm not seeing that you're eligible to enroll into benefits. Um, you only have 30 days from the date of your first check to get enrolled. Um, outside of that- Oh, okay. Okay. Okay. Yeah. Outside of that, the only other time to enroll is during the company's open enrollment period, which they're not currently in. Oh, okay. But let me see. Looks like the open enrollment period for this year will start on the 9th of December and go up to the 3rd of January. Okay. All right. Sounds good. Yeah. So once it starts you can call us back from there. All right. Thank you. You're welcome. 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: Uh, um, I was just trying to set up my enrollment coverages and it just said, "Enrollment not allowed. Please call our contact center," and it gave me this number. I'm not sure.

Speaker speaker_1: Okay.

Speaker speaker_2: I'm not sure what the -

Speaker speaker_1: What's the name of the agency you work for?

Speaker speaker_2: Um, Express.

Speaker speaker_1: Is, is that the name of the staffing agency?

Speaker speaker_2: Oh, no, no, no, no, no. Oh, Terra. Terra Staffing.

Speaker speaker_1: Okay. Um, do, do, and the last four of your social?

Speaker speaker_2: Uh, two, five, five, one.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Elijah Johnson.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_2: 920 West Indian School Road. And my birthday... You said my birthday right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 02/17/2000.

Speaker speaker_1: Phone number's going to be 602-600-5206.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And then email-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... is elijahjohnson0559@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Are you a rehire with them?

Speaker speaker_2: No. I work through them currently.

Speaker speaker_1: Okay. Yeah, 'cause I'm not seeing that you're eligible to enroll into benefits. Um, you only have 30 days from the date of your first check to get enrolled. Um, outside of that-

Speaker speaker_2: Oh, okay. Okay. Okay.

Speaker speaker_1: Yeah. Outside of that, the only other time to enroll is during the company's open enrollment period, which they're not currently in.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: But let me see. Looks like the open enrollment period for this year will start on the 9th of December and go up to the 3rd of January.

Speaker speaker_2: Okay. All right. Sounds good.

Speaker speaker_1: Yeah. So once it starts you can call us back from there.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.