

## **Transcript: VICTORIA**

**Taylor-5919482813300736-5738899638272000**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance. Please leave your message for six zero one three two four eight zero five four. Hey, this message is for Robert Mitchell. This is Victoria with Benefits on a Card, calling in on behalf of Surge Staffing. Uh, just giving you a call to let you know I did hear back from eligibility. Unfortunately, at this time, you're not eligible to enroll as you are outside of your personal open enrollment period. They only give you 30 days from the date of your first check to get enrolled. Um, the only other time that you would be able to get enrolled into benefits is during the company's open enrollment period, which they're currently not in. Uh, so the only way we would be able to get you enrolled at this point is if you've recently had a qualifying life event, or you wait for the next company open enrollment period, which they typically have during the August timeframe. I'll send some more information to your email about what a qualifying life event is and the instructions on how to submit that in the event you think you might qualify. Um, otherwise, unfortunately, again, you will have to wait for the next company open enrollment period to enroll. Thank you and have a wonderful day. To replay your message, press one. To continue recording, press two. To delete and re-record your message, press three. For delivery options, press four. To send a fax, press six. To cancel this message... Hey, this message is for Robert Mitchell. This is Victoria with Benefits on a Card. Your message has been sent. Thank you for calling. Goodbye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance. Please leave your message for six zero one three two four eight zero five four.

Speaker speaker\_1: Hey, this message is for Robert Mitchell. This is Victoria with Benefits on a Card, calling in on behalf of Surge Staffing. Uh, just giving you a call to let you know I did hear back from eligibility. Unfortunately, at this time, you're not eligible to enroll as you are outside of your personal open enrollment period. They only give you 30 days from the date of your first check to get enrolled. Um, the only other time that you would be able to get enrolled into benefits is during the company's open enrollment period, which they're currently not in. Uh, so the only way we would be able to get you enrolled at this point is if you've recently had a qualifying life event, or you wait for the next company open enrollment period, which they typically have during the August timeframe. I'll send some more information to your email about what a qualifying life event is and the instructions on how to submit that in the event you think you might qualify. Um, otherwise, unfortunately, again, you will have to wait for the next

company open enrollment period to enroll. Thank you and have a wonderful day.

Speaker speaker\_0: To replay your message, press one. To continue recording, press two. To delete and re-record your message, press three. For delivery options, press four. To send a fax, press six. To cancel this message...

Speaker speaker\_1: Hey, this message is for Robert Mitchell. This is Victoria with Benefits on a Card.

Speaker speaker\_0: Your message has been sent. Thank you for calling. Goodbye.