

Transcript: VICTORIA

Taylor-6160635448573952-4804504893571072

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? Hey. Yes. Hi there. I'm a Oxford Volvo employee. I was calling to see if I can enroll into, um, benefits. Okay. Uh, what's the last four of your Social? Four, six, one, two. And, uh, your first and last name? Travis Brown. And then, if you will, just verify your address and date of birth. Yeah. 5701 Glen Peak Way, Apartment 224, Raleigh, North Carolina 27612. Date of birth is 8/7/90. And phone number is 706-817-9277? Mm-hmm. Okay. And then email is lwsolutions90@gmail.com? Mm-hmm. Okay. Um, give me one second. Okay. So it looks like their open enrollment just ended on the 18th of December. All right. So we are not able to get you enrolled at this point. Oh, okay. Okay. Well, I would have to wait for the next year? Yes, sir. Uh, the only way we would be able to get you enrolled outside of the company open enrollment period, um, is if you've recently experienced a qualifying life event within the last 30 days. Mm-hmm. Um, other than that, then, uh, unfortunately, you would have to wait for the next open enrollment. Oh, okay. Okay, okay, okay. All right. Well- Uh, was there anything else? No. That was all. Appreciate you. Yes, sir. You have a wonderful day.

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: Hey. Yes. Hi there. I'm a Oxford Volvo employee. I was calling to see if I can enroll into, um, benefits.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: Four, six, one, two.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Travis Brown.

Speaker speaker_1: And then, if you will, just verify your address and date of birth.

Speaker speaker_2: Yeah. 5701 Glen Peak Way, Apartment 224, Raleigh, North Carolina 27612. Date of birth is 8/7/90.

Speaker speaker_1: And phone number is 706-817-9277?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. And then email is lwsolutions90@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Um, give me one second. Okay. So it looks like their open enrollment just ended on the 18th of December.

Speaker speaker_2: All right.

Speaker speaker_1: So we are not able to get you enrolled at this point.

Speaker speaker_2: Oh, okay. Okay. Well, I would have to wait for the next year?

Speaker speaker_1: Yes, sir. Uh, the only way we would be able to get you enrolled outside of the company open enrollment period, um, is if you've recently experienced a qualifying life event within the last 30 days.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, other than that, then, uh, unfortunately, you would have to wait for the next open enrollment.

Speaker speaker_2: Oh, okay. Okay, okay, okay. All right. Well-

Speaker speaker_1: Uh, was there anything else?

Speaker speaker_2: No. That was all. Appreciate you.

Speaker speaker_1: Yes, sir. You have a wonderful day.