

Transcript: Chris Sofield

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Full Transcript

That's your girl, isn't it? No. No? Thank you for calling Benefits and Card. This is Chris. How can I help you today? Yeah, this is Chris. Um... I'm applying for benefits and I... I was just talking to a lady and she told me just to- ... call back when I figured it out. Okay. Um, one moment. What staffing company do you work with? Uh, TRC. And the last four of your Social? Hold on. Let me get my wallet. My bad. I... I believe it's 4... 458... 9456, I'm pretty sure. Give me a first and last name. Uh, Joseph Guerrero. Oh, it's 6489. My bad. Oh, okay. Mr. Guerrero, could you verify your address and your date of birth for me? Uh, 330 Country Club Parkway in Mineral Wells, Texas, 76067. Birthday 03/05/2003. Thank you. We have a phone number on file for you at 940-328-9456. Is that correct? Yes. All right. And did you have an idea of what you wanted to enroll into from TRC? Uh-huh. Okay. Dental. Dental? All right. Anything else? Uh, can I add somebody on my dental? Uh, you can add spouse, child, or both. Spouse. Spouse? Okay. All right. Dental for you and your spouse. Anything else? Uh, that'll be it. Okay. Dental for you and spouse is \$6.77 per week. Do you authorize TRC to make those deductions? How... How much would it be to add a kid on there? Um, is it just the child or spouse and child? Spouse and child. Spouse and child. Uh, employee and family coverage, so you, spouse, and child, would be \$14 even per week. Oh, wow. Okay. I'll keep that in mind. I... I can't change it every, uh, month or... or- No, no, no, no. You're only allowed to make changes during your eligibility window. Uh, your window... Your 30-day window started on February 7th, so last Friday. And your, um, your window will end on March 7th. Um, so within about three... yeah, about three and a half weeks. Okay. So, any time between now and March 7th, you can make any decisions or any changes. After March 7th, you will be able to remove people off of the policy, but you cannot add anyone to the policy at that point until open enrollment, which I believe TRC holds theirs in, uh, September. Okay. Yeah. Just do me and spouse. Okay. Yeah. All right. So, you and spouse for dental is \$6.77 per week. Um, do you authorize TRC to make those deductions? Uh-huh. All right. And then let's go ahead and get your spouse's information on here. What's their first and last name? Dahlia Ruiz. D-A-H-L-I-A. Reid. R-U-I-Z. Okay. Uh, Ms. Reid, what is your Social? 636-78-7976. And your date of birth? 09/25/2001. Thank you. All right. One moment. All right, uh, Joseph. So it's going to take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday after that first deduction is when policies become effective, and you should receive an ID card for that plan about a week or two after the effective date. Okay? Okay. Thank you so much. No problem. Was there anything else I could help you with? Um, no, that'll be it. All right. Well, if that's everything, thanks again for calling and you have a wonderful day. You too. Thank you. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: That's your girl, isn't it?

Speaker speaker_1: No.

Speaker speaker_0: No?

Speaker speaker_2: Thank you for calling Benefits and Card. This is Chris. How can I help you today?

Speaker speaker_1: Yeah, this is Chris. Um... I'm applying for benefits and I... I was just talking to a lady and she told me just to- ... call back when I figured it out.

Speaker speaker_2: Okay. Um, one moment. What staffing company do you work with?

Speaker speaker_1: Uh, TRC.

Speaker speaker_2: And the last four of your Social?

Speaker speaker_1: Hold on. Let me get my wallet. My bad. I... I believe it's 4... 458... 9456, I'm pretty sure.

Speaker speaker_2: Give me a first and last name.

Speaker speaker_1: Uh, Joseph Guerrero. Oh, it's 6489. My bad.

Speaker speaker_2: Oh, okay. Mr. Guerrero, could you verify your address and your date of birth for me?

Speaker speaker_1: Uh, 330 Country Club Parkway in Mineral Wells, Texas, 76067. Birthday 03/05/2003.

Speaker speaker_2: Thank you. We have a phone number on file for you at 940-328-9456. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_2: All right. And did you have an idea of what you wanted to enroll into from TRC?

Speaker speaker_1: Uh-huh.

Speaker speaker_2: Okay.

Speaker speaker_1: Dental.

Speaker speaker_2: Dental? All right. Anything else?

Speaker speaker_1: Uh, can I add somebody on my dental?

Speaker speaker_2: Uh, you can add spouse, child, or both.

Speaker speaker_1: Spouse.

Speaker speaker_2: Spouse? Okay. All right. Dental for you and your spouse. Anything else?

Speaker speaker_1: Uh, that'll be it.

Speaker speaker_2: Okay. Dental for you and spouse is \$6.77 per week. Do you authorize TRC to make those deductions?

Speaker speaker_1: How... How much would it be to add a kid on there?

Speaker speaker_2: Um, is it just the child or spouse and child?

Speaker speaker_0: Spouse and child.

Speaker speaker_1: Spouse and child.

Speaker speaker_2: Uh, employee and family coverage, so you, spouse, and child, would be \$14 even per week.

Speaker speaker_0: Oh, wow.

Speaker speaker_1: Okay. I'll keep that in mind. I... I can't change it every, uh, month or... or-

Speaker speaker_2: No, no, no, no. You're only allowed to make changes during your eligibility window. Uh, your window... Your 30-day window started on February 7th, so last Friday. And your, um, your window will end on March 7th. Um, so within about three... yeah, about three and a half weeks.

Speaker speaker_1: Okay.

Speaker speaker_2: So, any time between now and March 7th, you can make any decisions or any changes. After March 7th, you will be able to remove people off of the policy, but you cannot add anyone to the policy at that point until open enrollment, which I believe TRC holds theirs in, uh, September.

Speaker speaker_1: Okay. Yeah. Just do me and spouse.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: All right. So, you and spouse for dental is \$6.77 per week. Um, do you authorize TRC to make those deductions?

Speaker speaker_1: Uh-huh.

Speaker speaker_2: All right. And then let's go ahead and get your spouse's information on here. What's their first and last name?

Speaker speaker_0: Dahlia Ruiz. D-A-H-L-I-A. Reid. R-U-I-Z.

Speaker speaker_2: Okay. Uh, Ms. Reid, what is your Social?

Speaker speaker_0: 636-78-7976.

Speaker speaker_2: And your date of birth?

Speaker speaker_0: 09/25/2001.

Speaker speaker_2: Thank you. All right. One moment. All right, uh, Joseph. So it's going to take about one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. Monday after that first deduction is when policies become effective, and you should receive an ID card for that plan about a week or two after the effective date. Okay?

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_2: No problem. Was there anything else I could help you with?

Speaker speaker_1: Um, no, that'll be it.

Speaker speaker_2: All right. Well, if that's everything, thanks again for calling and you have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_2: You're welcome. Bye now.