

Transcript: Chris Sofield (deactivated)-6447509695053824-5124999439400960

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Okay, so good afternoon, Chris. Um, my name is Kenneth. I was calling in regards to the benefits, um, provided by Tera Staffing and seeing if I could enroll. Okay. Uh, you said Tera Staffing? Yes. Okay. Uh, what's the last four of your Social? Uh, 3172. And your first and last name? First name Kenneth, last name Otieno. That's O-T-I-E-N-O. Okay. Mr. Otieno, could you verify your address and your date of birth for me please? Sure thing. Address is 650 Southwest Meadow Drive, Unit Number 205 at Steventon, Oregon 97006. Uh, date of birth, April 3rd, 1981. Thank you. We have a phone on file of 503-809-6949. Is that correct? That is correct. Okay. All right. Um, quick question. Our system shows it looks like, uh, we have a higher date on file for you from around towards the end of June this year. Have you been working with Tera since then or have you left and come back to them? I've been working with Tera since I joined them, uh, yeah, since June. Okay. So unfortunately, you're not eligible to enroll into any insurance benefits at this time. Um, however, open enrollment does start fairly soon. It starts on December 9th. So while we can't get you enrolled into anything now, um, give us a call in, uh, that's going to be two weeks. Uh, we, you should be able to enroll at that point. Okay, and that's December 9th? De- uh, yeah, open enrollment is between December 9th and January 3rd. Perfect. I appreciate that. I'll make sure to go, uh, call them. All right. Thanks again for calling and have a good day. All right. Thanks for your help, Chris. All right. You're welcome. Bye now. 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 Chris. How can I help you today?

Speaker speaker_2: Okay, so good afternoon, Chris. Um, my name is Kenneth. I was calling in regards to the benefits, um, provided by Tera Staffing and seeing if I could enroll.

Speaker speaker_1: Okay. Uh, you said Tera Staffing?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Uh, 3172.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: First name Kenneth, last name Otieno. That's O-T-I-E-N-O.

Speaker speaker_1: Okay. Mr. Otieno, could you verify your address and your date of birth for me please?

Speaker speaker_2: Sure thing. Address is 650 Southwest Meadow Drive, Unit Number 205 at Steventon, Oregon 97006. Uh, date of birth, April 3rd, 1981.

Speaker speaker_1: Thank you. We have a phone on file of 503-809-6949. Is that correct?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. All right. Um, quick question. Our system shows it looks like, uh, we have a higher date on file for you from around towards the end of June this year. Have you been working with Tera since then or have you left and come back to them?

Speaker speaker_2: I've been working with Tera since I joined them, uh, yeah, since June.

Speaker speaker_1: Okay. So unfortunately, you're not eligible to enroll into any insurance benefits at this time. Um, however, open enrollment does start fairly soon. It starts on December 9th. So while we can't get you enrolled into anything now, um, give us a call in, uh, that's going to be two weeks. Uh, we, you should be able to enroll at that point.

Speaker speaker_2: Okay, and that's December 9th?

Speaker speaker_1: De- uh, yeah, open enrollment is between December 9th and January 3rd.

Speaker speaker_2: Perfect. I appreciate that. I'll make sure to go, uh, call them.

Speaker speaker_1: All right. Thanks again for calling and have a good day.

Speaker speaker_2: All right. Thanks for your help, Chris.

Speaker speaker_1: All right. You're welcome. Bye now.

Speaker speaker_2: Bye.