

## **Transcript: Estefania**

**Acevedo-4540250999177216-5935093705031680**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you, sir, for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, uh, my name is Alvin Edwards. Hey, how can I help you? Hello? Yes, sir. Yeah. So I was told to call back, I was told to call back on the, December 18th to add my wife to, uh, my policy. Okay. What staff and agency are you with? Adept HR. Okay. Hmm. And then what are the last four of your Social? 4305. For security purposes, could you verify your full address as well as your date of birth? 1901 Kingstown Drive, Apartment 61, Savannah, Georgia 31404, date 8/26/1975. Is 912-710-2288 your phone number? Yes, ma'am. And then I have your first name, last name, SeventySixth@yahoo.com. Is that correct? Yes, ma'am. Okay, thank you. All right, and then you said you wanted to add your wife? Yes. Can I add her and remove the children? Ooh, okay. Give me one second. Okay, so did you receive a call or what was it? I rece- I received a- What- ... call for What do you mean? ... m- because it looks like right now you're currently outside of your enrollment period. So for me to- Well- ... like change that- Well, I was- ... I would have- I was told that, uh, I couldn't change it until December 18th. I called in, I called like maybe a month and a half ago, maybe two months ago, trying to, uh, add her to the policy and I was told that, uh, my open enrollment wasn't until December 18th. Okay. Let me verify because they're still not within company open enrollment yet, so I wouldn't be able to do those changes now. So actually, um, it's on December 23rd. So on Monday you're able to call us and make those changes. They're within company open enrollment from Monday, which is the 23rd, up until February 28th. One second. Yes. Okay. So the company open enrollment period starts Monday, so you can call- Oh, okay. I'm sorry. ... back today and we're e- el- sorry, we'll, um, be able to do those changes for you since it's within company open enrollment. But since we're not within company open enrollment yet, I'm not able to make those changes unfortunately. But the good news is it's- Okay. ... it's coming up this Monday. Okay. Okay. I appreciate it. You're welcome. Have a nice day, sir. Did you have any more questions? D- no, ma'am. All right. Well, I hope you have a great day. Okay. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you, sir, for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yes, uh, my name is Alvin Edwards.

Speaker speaker\_1: Hey, how can I help you?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Yeah. So I was told to call back, I was told to call back on the, December 18th to add my wife to, uh, my policy.

Speaker speaker\_1: Okay. What staff and agency are you with?

Speaker speaker\_2: Adept HR.

Speaker speaker\_1: Okay. Hmm. And then what are the last four of your Social?

Speaker speaker\_2: 4305.

Speaker speaker\_1: For security purposes, could you verify your full address as well as your date of birth?

Speaker speaker\_2: 1901 Kingstown Drive, Apartment 61, Savannah, Georgia 31404, date 8/26/1975.

Speaker speaker\_1: Is 912-710-2288 your phone number?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then I have your first name, last name, SeventySixth@yahoo.com. Is that correct?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, thank you. All right, and then you said you wanted to add your wife?

Speaker speaker\_2: Yes. Can I add her and remove the children?

Speaker speaker\_1: Ooh, okay. Give me one second. Okay, so did you receive a call or what was it?

Speaker speaker\_2: I rece- I received a-

Speaker speaker\_1: What-

Speaker speaker\_2: ... call for

Speaker speaker\_3: What do you mean?

Speaker speaker\_1: ... m- because it looks like right now you're currently outside of your enrollment period. So for me to-

Speaker speaker\_2: Well-

Speaker speaker\_1: ... like change that-

Speaker speaker\_2: Well, I was-

Speaker speaker\_1: ... I would have-

Speaker speaker\_2: I was told that, uh, I couldn't change it until December 18th. I called in, I called like maybe a month and a half ago, maybe two months ago, trying to, uh, add her to the policy and I was told that, uh, my open enrollment wasn't until December 18th.

Speaker speaker\_1: Okay. Let me verify because they're still not within company open enrollment yet, so I wouldn't be able to do those changes now. So actually, um, it's on December 23rd. So on Monday you're able to call us and make those changes. They're within company open enrollment from Monday, which is the 23rd, up until February 28th. One second. Yes.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So the company open enrollment period starts Monday, so you can call-

Speaker speaker\_2: Oh, okay. I'm sorry.

Speaker speaker\_1: ... back today and we're e- el- sorry, we'll, um, be able to do those changes for you since it's within company open enrollment. But since we're not within company open enrollment yet, I'm not able to make those changes unfortunately. But the good news is it's-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it's coming up this Monday.

Speaker speaker\_2: Okay. Okay. I appreciate it.

Speaker speaker\_1: You're welcome. Have a nice day, sir. Did you have any more questions?

Speaker speaker\_2: D- no, ma'am.

Speaker speaker\_1: All right. Well, I hope you have a great day.

Speaker speaker\_2: Okay. You too.