

## **Transcript: Estefania**

**Acevedo-4579156592476160-4892135657619456**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. This is Shania. Um, I'm calling to ■ about a missed call just now. Okay. So we're the healthcare administrators for staff and agencies. If you've got a call, it probably has to be regarding your benefits. Um, what staff and agency do you work for? I work for Goodyear. Is that the staff and agency that you applied with? Uh, I think so. Okay, let me verify. What was that name again? Goodyear Well WorkSource. WorkSource. Okay, thank you. And what are the last four of your Social? 9062. Okay. For security purposes, can you please verify your full so- I'm sorry, your full address as well as your date of birth? 5249 Eastshore Drive, Southwest Corners. Date of birth, 11/07/1998. Okay. Is your... What was that state again? Georgia. Okay, thank you. Is your phone number 678-873-6048? Yes. And then, I have your first name period williams4@outlook.com. Yeah. Okay. Give me one second. Let me verify why you received that call. Okay, no problem. Okay. So you probably received that call to actually, um, let you know that their company is within company open enrollment. It looks like the last day that you would have to enroll if you do want to enroll into any benefit would be... Let me verify. It would be the 10th, so on Friday. Okay, no problem. Thank you. You're welcome. Have a nice day. Um, keep in mind we're open from 8:00 AM up until 8:00 PM Eastern Time if you do en- if you do indeed want to enroll. And let me verify and see if there's no auto enrollment, because some agencies do have auto enrollment. Um, let me make sure before I let you go. No problem. Okay, so they don't auto enroll their members into any of the plans. So if you don't want to enroll, you don't really have to call. But if you do, you would have to call before Friday. No problem. Okay? Thank you. You're welcome. Have a nice day, ma'am. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. This is Shania. Um, I'm calling to ■ about a missed call just now.

Speaker speaker\_0: Okay. So we're the healthcare administrators for staff and agencies. If you've got a call, it probably has to be regarding your benefits. Um, what staff and agency do you work for?

Speaker speaker\_1: I work for Goodyear.

Speaker speaker\_0: Is that the staff and agency that you applied with?

Speaker speaker\_1: Uh, I think so.

Speaker speaker\_0: Okay, let me verify. What was that name again?

Speaker speaker\_1: Goodyear Well WorkSource.

Speaker speaker\_0: WorkSource. Okay, thank you. And what are the last four of your Social?

Speaker speaker\_1: 9062.

Speaker speaker\_0: Okay. For security purposes, can you please verify your full so- I'm sorry, your full address as well as your date of birth?

Speaker speaker\_1: 5249 Eastshore Drive, Southwest Corners. Date of birth, 11/07/1998.

Speaker speaker\_0: Okay. Is your... What was that state again?

Speaker speaker\_1: Georgia.

Speaker speaker\_0: Okay, thank you. Is your phone number 678-873-6048?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then, I have your first name period williams4@outlook.com.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Give me one second. Let me verify why you received that call.

Speaker speaker\_1: Okay, no problem.

Speaker speaker\_0: Okay. So you probably received that call to actually, um, let you know that their company is within company open enrollment. It looks like the last day that you would have to enroll if you do want to enroll into any benefit would be... Let me verify. It would be the 10th, so on Friday.

Speaker speaker\_1: Okay, no problem. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day. Um, keep in mind we're open from 8:00 AM up until 8:00 PM Eastern Time if you do en- if you do indeed want to enroll. And let me verify and see if there's no auto enrollment, because some agencies do have auto enrollment. Um, let me make sure before I let you go.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Okay, so they don't auto enroll their members into any of the plans. So if you don't want to enroll, you don't really have to call. But if you do, you would have to call before Friday.

Speaker speaker\_1: No problem.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. Have a nice day, ma'am.

Speaker speaker\_1: You too. Bye-bye.