

## Transcript: Estefania

**Acevedo-4581464060903424-5939858264997888**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am. I got hired in through SST- Mm-hmm. ... for Tesla here in Austin. I was wondering, uh, the benefits as far as the insurance and all that, how can I enroll? Okay. We can do a phone enrollment. Um, what are the last four of your, of your social? 3495. And then your first and last name? Ascencion Garcia. It's Ascencion Garcia. Did you just start with us? Uh, I did about three weeks ago, I want to say. Okay. 'Cause you're still not in our files. It looks like they still haven't sent us any information regarding you. Um, so we can do two things. You can call throughout the week to see if we received your information already, if they went ahead and sent that over. Or we can go ahead and create a file for you. But if I do that, I did need your full social, full address, date of birth, all that information. Um, or if you don't feel comfortable doing that, you're welcome to just keep calling throughout the week to see if we've received it already. But they still haven't sent us anything. Is there a way you could send me an email so I can copy them? So maybe, uh- No, so you would have to keep calling throughout the week. Okay. Who would, uh, who would be, be your point of contact through SST? Would it be... 'Cause you don't work for SST, do you? No, we're just... We just administrate their benefits. Gotcha. Mm-hmm. So would it be Eric? Um, uh, look, we administer at different agencies around the nation, so I wouldn't- Okay. Gotcha. ... even know who Eric is. Um, like I said, we can go ahead and create a file for you, but you do need to give me your full social, date of birth, address, um, all that information or you can call throughout the week to see if they sent that already 'cause you're still not in there. Um, and you did say it's 3495, right? Your last four? That is correct, yes. That is correct. Yeah, you're still not over. Yeah, it might be because you're still kinda new, um, but I still don't have anything with your records. I just don't... Uh, I feel like, um, I'm, I'm... If, if I keep it too long, I might miss that window for the new enrollment? Is that- Okay, so did you want a create one? ... Am I eligible now? Because they give you 30 days from the time that you receive your first check to be eligible to enroll. So have you received your first check already? Uh, check as in paycheck? Paycheck, yes. They give you 30 days from- Yeah. I, I, I get paid weekly, yeah. So you received your first check already? My paycheck, yes. Okay, so- But I get paid weekly, not monthly. Ah, yeah. I understand that. But like I said, they give you 30 days- Oh. ... from the time that you receive your first check to be eligible to enroll. You can keep calling throughout the week to see if we received your file or we can create one, but it's your choice. Well, let me... Let me call, uh, HR on this SST and then, um- Okay. ... if not, we- I'll just call you. Is that possible? Do you mind? Okay. That's fine. That's fine. Either way- Let me, uh... Let me- ... we're, we're more open- ... call them and, and see where they at on it. And then if not, like I said, I'll just call you and we'll go ahead and do the creating of the file. Okay. And then we are open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. Sounds good. And what is this company

again? It's Benefits in a Card. We're the healthcare administrators. I got you. Thank you. You're welcome. Have a nice- I'll go ahead and get... Call them. Okay. Have a nice day. You too. Thank you.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, ma'am. I got hired in through SST-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... for Tesla here in Austin. I was wondering, uh, the benefits as far as the insurance and all that, how can I enroll?

Speaker speaker\_0: Okay. We can do a phone enrollment. Um, what are the last four of your, of your social?

Speaker speaker\_1: 3495.

Speaker speaker\_0: And then your first and last name?

Speaker speaker\_1: Ascencion Garcia. It's Ascencion Garcia.

Speaker speaker\_0: Did you just start with us?

Speaker speaker\_1: Uh, I did about three weeks ago, I want to say.

Speaker speaker\_0: Okay. 'Cause you're still not in our files. It looks like they still haven't sent us any information regarding you. Um, so we can do two things. You can call throughout the week to see if we received your information already, if they went ahead and sent that over. Or we can go ahead and create a file for you. But if I do that, I did need your full social, full address, date of birth, all that information. Um, or if you don't feel comfortable doing that, you're welcome to just keep calling throughout the week to see if we've received it already. But they still haven't sent us anything.

Speaker speaker\_1: Is there a way you could send me an email so I can copy them? So maybe, uh-

Speaker speaker\_0: No, so you would have to keep calling throughout the week.

Speaker speaker\_1: Okay. Who would, uh, who would be, be your point of contact through SST? Would it be... 'Cause you don't work for SST, do you?

Speaker speaker\_0: No, we're just... We just administrate their benefits.

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So would it be Eric?

Speaker speaker\_0: Um, uh, look, we administer at different agencies around the nation, so I wouldn't-

Speaker speaker\_1: Okay. Gotcha.

Speaker speaker\_0: ... even know who Eric is. Um, like I said, we can go ahead and create a file for you, but you do need to give me your full social, date of birth, address, um, all that information or you can call throughout the week to see if they sent that already 'cause you're still not in there. Um, and you did say it's 3495, right? Your last four?

Speaker speaker\_1: That is correct, yes. That is correct.

Speaker speaker\_0: Yeah, you're still not over. Yeah, it might be because you're still kinda new, um, but I still don't have anything with your records.

Speaker speaker\_1: I just don't... Uh, I feel like, um, I'm, I'm... If, if I keep it too long, I might miss that window for the new enrollment? Is that-

Speaker speaker\_0: Okay, so did you want a create one?

Speaker speaker\_1: ... Am I eligible now?

Speaker speaker\_0: Because they give you 30 days from the time that you receive your first check to be eligible to enroll. So have you received your first check already?

Speaker speaker\_1: Uh, check as in paycheck?

Speaker speaker\_0: Paycheck, yes. They give you 30 days from-

Speaker speaker\_1: Yeah. I, I, I get paid weekly, yeah.

Speaker speaker\_0: So you received your first check already?

Speaker speaker\_1: My paycheck, yes.

Speaker speaker\_0: Okay, so-

Speaker speaker\_1: But I get paid weekly, not monthly.

Speaker speaker\_0: Ah, yeah. I understand that. But like I said, they give you 30 days-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... from the time that you receive your first check to be eligible to enroll. You can keep calling throughout the week to see if we received your file or we can create one, but it's your choice.

Speaker speaker\_1: Well, let me... Let me call, uh, HR on this SST and then, um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... if not, we- I'll just call you. Is that possible? Do you mind?

Speaker speaker\_0: Okay. That's fine. That's fine. Either way-

Speaker speaker\_1: Let me, uh... Let me-

Speaker speaker\_0: ... we're, we're more open-

Speaker speaker\_1: ... call them and, and see where they at on it. And then if not, like I said, I'll just call you and we'll go ahead and do the creating of the file.

Speaker speaker\_0: Okay. And then we are open from 8:00 AM up until 8:00 PM Monday through Friday Eastern time.

Speaker speaker\_1: Sounds good. And what is this company again?

Speaker speaker\_0: It's Benefits in a Card. We're the healthcare administrators.

Speaker speaker\_1: I got you. Thank you.

Speaker speaker\_0: You're welcome. Have a nice-

Speaker speaker\_1: I'll go ahead and get... Call them.

Speaker speaker\_0: Okay. Have a nice day.

Speaker speaker\_1: You too. Thank you.