

## **Transcript: Estefania**

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### **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? Yes. Hi. Um, I'm calling because I'm, um, uh, employed with Partners Personnel, and I was wondering if I was eligible, um, for the enrollment in benefits. I did not sign up for them last year, and I didn't get any notification for an open enrollment, uh, session. So I was just curious if one was going on. Okay. Um, I could check to see if you're eligible. Um, there's two periods that they do enrollments. So the first period- Uh-huh. ... is considered your personal. That would be the first 30 days of receiving your very first check. And then the second period is within company open enrollment, which I believe for them, it was, like, in October or November. But I can check just to make sure. Okay. Okay? Um, what are the last four of your social? Uh, it's, uh, 7795. And what's your first and last name? It's Rashane Graves. Yeah, they didn't send me any notification at all. Oh, no. Okay. And for security purposes, could you please verify your full address as well as your date of birth? Okay. Um, that's 5249 Norman Boulevard, Atlanta, Georgia 30349, and date of birth is 5/12/74. Is your phone number still the 404-955-7109? Yes. Okay. And then I have your first name, the letter P, and then the number one at gmail.com. Is that to date? Yes. That's correct. Okay. Thank you. Um, in the last 30 days, have you experienced... gotten married, divorced, had a baby or adopted? No. Oh, okay. So unfortunately, you are outside of those enrollment periods. And since you haven't suffered a quality life events like the ones I have mentioned, I wouldn't be able to enroll you into the benefits. Um, if you want, I can provide you the m- like the exact month of their company open enrollment. Um, the date might not be the same, but it's usually one or two days, um, before either after. But I can let you know the month at least, just so that like maybe by the time of that month comes around, you could ask your staff and agency exactly what dates. 'Cause I know they, they are supposed to, like, send out reminders. I'm not sure if you- Yeah. ... received them. No. Okay. Um, so you said maybe around October or November? Yes, but I can verify real quick just so that I give you the, the right month. Okay. Let me verify for you real quick. Okay, so it was between... This year it was between October 14 up to October 25th. So it's definitely gonna be in the month of October. Um, the date exactly, it might be a day or... before after the 14th. Okay. Okay? But it's for basically, like, a 10-day period. Got it. Yeah. All right. I appreciate that. Okay. I hope you have a great day. You too. Thanks again. Bye-bye. Thank you. 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 in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yes. Hi. Um, I'm calling because I'm, um, uh, employed with Partners Personnel, and I was wondering if I was eligible, um, for the enrollment in benefits. I did not sign up for them last year, and I didn't get any notification for an open enrollment, uh, session. So I was just curious if one was going on.

Speaker speaker\_1: Okay. Um, I could check to see if you're eligible. Um, there's two periods that they do enrollments. So the first period-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... is considered your personal. That would be the first 30 days of receiving your very first check. And then the second period is within company open enrollment, which I believe for them, it was, like, in October or November. But I can check just to make sure.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? Um, what are the last four of your social?

Speaker speaker\_2: Uh, it's, uh, 7795.

Speaker speaker\_1: And what's your first and last name?

Speaker speaker\_2: It's Rashane Graves. Yeah, they didn't send me any notification at all.

Speaker speaker\_1: Oh, no. Okay. And for security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_2: Okay. Um, that's 5249 Norman Boulevard, Atlanta, Georgia 30349, and date of birth is 5/12/74.

Speaker speaker\_1: Is your phone number still the 404-955-7109?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then I have your first name, the letter P, and then the number one at gmail.com. Is that to date?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: Okay. Thank you. Um, in the last 30 days, have you experienced... gotten married, divorced, had a baby or adopted?

Speaker speaker\_2: No.

Speaker speaker\_1: Oh, okay. So unfortunately, you are outside of those enrollment periods. And since you haven't suffered a quality life events like the ones I have mentioned, I wouldn't be able to enroll you into the benefits. Um, if you want, I can provide you the m- like the exact month of their company open enrollment. Um, the date might not be the same, but it's usually one or two days, um, before either after. But I can let you know the month at least, just so that

like maybe by the time of that month comes around, you could ask your staff and agency exactly what dates. 'Cause I know they, they are supposed to, like, send out reminders. I'm not sure if you-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... received them.

Speaker speaker\_2: No. Okay. Um, so you said maybe around October or November?

Speaker speaker\_1: Yes, but I can verify real quick just so that I give you the, the right month.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Let me verify for you real quick. Okay, so it was between... This year it was between October 14 up to October 25th. So it's definitely gonna be in the month of October. Um, the date exactly, it might be a day or... before after the 14th.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay?

Speaker speaker\_2: But it's for basically, like, a 10-day period. Got it.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: All right. I appreciate that.

Speaker speaker\_1: Okay. I hope you have a great day.

Speaker speaker\_2: You too. Thanks again. Bye-bye.

Speaker speaker\_1: Thank you. Bye.