

Transcript: Estefania

Acevedo-5002819823910912-6530071036346368

Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Um, yes, I work for CareBuilders and I was just calling to see if I could still sign up for the health insurance or did I wait too long? Okay. Yeah, I can check. Um, what are the last four of your social? 0994. And your first and last name? Naomi Brecher. For security purposes, can you verify your address and date of birth? 4021 St. Francis Lane, Louisville, Kentucky 40218. And my date of birth is 11-30-67. Okay, thank you. All right. Um, then I have 417-834-4706 as your phone number? Yes. All right. Um, in the last 30 days, have you experienced a quality life event such as losing benefits, getting married, divorce, having a baby or adopting? No. No? Okay, so you unfortunately did miss your personal open enrollment already so you would have to wait for the next company open enrollment to be open, um, to be eligible to enroll. So let me see when their enrollment period is. So it's not 'til December. Last year they did it between December 9th up until December 24th. Okay. So just call back around December 9th? Um, I would honestly call the 1st just so that you're aware of when the company open enrollment is held. Um, normally the staffing agency notifies their hires. However, um, in the past sometimes we have not been told that. It doesn't happen every time. So I would just call maybe around November to see if we have the updated dates for this year. All right. I will call back in November then. Okay. Well, I hope you have a great day. Thank you. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Um, yes, I work for CareBuilders and I was just calling to see if I could still sign up for the health insurance or did I wait too long?

Speaker speaker_0: Okay. Yeah, I can check. Um, what are the last four of your social?

Speaker speaker_1: 0994.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Naomi Brecher.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: 4021 St. Francis Lane, Louisville, Kentucky 40218. And my date of birth is 11-30-67.

Speaker speaker_0: Okay, thank you. All right. Um, then I have 417-834-4706 as your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Um, in the last 30 days, have you experienced a quality life event such as losing benefits, getting married, divorce, having a baby or adopting?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay, so you unfortunately did miss your personal open enrollment already so you would have to wait for the next company open enrollment to be open, um, to be eligible to enroll. So let me see when their enrollment period is. So it's not 'til December. Last year they did it between December 9th up until December 24th.

Speaker speaker_1: Okay. So just call back around December 9th?

Speaker speaker_0: Um, I would honestly call the 1st just so that you're aware of when the company open enrollment is held. Um, normally the staffing agency notifies their hires. However, um, in the past sometimes we have not been told that. It doesn't happen every time. So I would just call maybe around November to see if we have the updated dates for this year.

Speaker speaker_1: All right. I will call back in November then.

Speaker speaker_0: Okay. Well, I hope you have a great day.

Speaker speaker_1: Thank you. You too. Bye.

Speaker speaker_0: Bye.