

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Um, this is Benefits in a Card, right? Yes, sir. Uh, hi. Um, I submitted the, um, the email for the, um, the qualifying event for my- Mm-hmm. Uh, yeah. So I was wondering if you guys actually got the email that I sent yesterday. Um, I would have to get in your file. Typically, if you do submit it, they reach out to you. So it's probably still being reviewed. But, um, give me one second. Let me get in your file. What staffing agency do you work for? Oh, yeah. Uh, my name is John Hong from Lam Research. Is that the staffing agency that hired you? Oh. Oh, the agency name is Oxford. Okay. And then what are the last four of your social? 9884. John Hong? Yes. Okay. For security purposes, could you verify your address and date of birth? Yeah. February 14th, 1996. Um, 30- 37800 Camden Street, um, Fremont, California 94536. Okay. So it's 928... I'm sorry. 969-288-3769 is your phone number still? Yeah. Okay. And then your email address, john1845@Gmail.com, is that up to date? Yeah, correct. Okay. Give me one second. Were you trying to enroll into the benefits? Yeah. Uh, yeah. I sent an email for the qualifying event, um, so I can enroll in the, um, health ins- um, benefits. Okay. All right. Give me one second. Okay, sir. Thank you for your hold. So we did- Yeah. ... end up receiving your, um, email regarding your quality life event. However, it looks like you're not eligible to enroll into the benefits. So if you would had already been enrolled, um, with the marriage one, if you would have already had to been enrolled, let's say, as employee only and you were to want to add your spouse, you would have been able to do that. But since you don't have any plans, you're not eligible to enroll and you would have to wait for the next company open enrollment, unfortunately. Um, I can provide the month that falls into, if you want? Wait, wait. The, the thing is, um, we... Like I called you guys before like, uh, I think, like, few weeks ago or a few months ago, and as long as I have a qualifying event, I can enroll in any time within 30 days of the- Mm, no. ... event. So with the marriage one, um, a, it seems like with that one, you would have to already been enrolled. Um, like, have you lost benefit, gotten divorced? Adopted, had a baby? I'm looking. I just got done asking and- No, 'cause, um, it- ... unfortunately, it doesn't qualify. 'Cause it shows, um, on the email, um, it shows, um, it shows a certificate of marriage that will qualify, um. Yeah, I'm just translating the message. Unfortunately, you're not eligible to enroll at this time. Like, I, I don't get why it's not eli- I'm not eligible 'cause it's, it's showing as long as I have the certificate of marriage, I have the qualifying event. Like, I'm actually reading the email. Yes, sir. Like I said, I'm just... 'Cause the main office is the one that reviews this information. We just... Unfortunately, I can't really do anything but really provide the month of the next company open enrollment. Is, is there any other ways for me to enroll this, um, event? No, sir. Um, or- No, sir. When, when are, when are, when are they replying to my email then? Um, 'cause I haven't actually gotten anything yet. So they don't reply. You get a phone call, and it looks like we just received it, that answer

today. So most likely, you're gonna receive a call Monday. Um- Yeah. ... since you called, I just went ahead and provided that information to you. Okay. I'm so sorry. So even w- what... Even for myself, I cannot enroll in? No, sir. So to enroll into the benefits in general, you have to be within two periods. The first period is the first 30 days of receiving your first check. That's considered your personal open enrollment period. The second period is within a company open enrollment, which I can check to see what month that staffing agency- Yeah, can you check? ... falls in. Um, after that, a quality life event, but who determines if that's eligible..... main office. I'm not really sure what comes into that, but, um, unfortunately, they're the ones who determine eligibility. But like I said, if you do want to enroll in the future, you can. However, it would have to be within company open enrollment. Um, it usually is held within the same month, which for Augsburg Global, it was between December 4th last year up until December 18, and it became effective January 6th. So most likely, it's gonna be within the month of December. I don't have the updated dates. Um... Yeah. ... but unfortunately, it is in the month of December. So it looks like it was not that long ago. Oh. Oh, so I have to wait a- another year then? That's pretty much? Yes, sir. Um, can, can you guys like call me like on Monday? Like, 'cause I wanna know, uh- So we're open, but I can't really... Um, you might have to be the one to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern Time. Yeah, 'cause- Okay. ... 'cause on the email, clear, clearly it said, says, um, as long as I have qualifying life event, which is a marriage, um, I'm, I'm- Okay. So like I said, the main office determines this. I'm not really sure, um- Yeah. ... what else. But like I said, we're open 8:00 AM up until 8:00 PM Monday. You're welcome to give us a call. Okay. But we're full. All right. All right. All right. Mm-hmm. Okay. Okay. Sorry. All right. All right. Thank you. You're welcome. Have a nice day. Yeah. Yeah. Thank you. Thank... Bye.

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: Hi. Um, this is Benefits in a Card, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, hi. Um, I submitted the, um, the email for the, um, the qualifying event for my-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, yeah. So I was wondering if you guys actually got the email that I sent yesterday.

Speaker speaker_0: Um, I would have to get in your file. Typically, if you do submit it, they reach out to you. So it's probably still being reviewed. But, um, give me one second. Let me get in your file. What staffing agency do you work for?

Speaker speaker_1: Oh, yeah. Uh, my name is John Hong from Lam Research.

Speaker speaker_0: Is that the staffing agency that hired you?

Speaker speaker_1: Oh. Oh, the agency name is Oxford.

Speaker speaker_0: Okay. And then what are the last four of your social?

Speaker speaker_1: 9884.

Speaker speaker_0: John Hong?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Yeah. February 14th, 1996. Um, 30- 37800 Camden Street, um, Fremont, California 94536.

Speaker speaker_0: Okay. So it's 928... I'm sorry. 969-288-3769 is your phone number still?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And then your email address, john1845@Gmail.com, is that up to date?

Speaker speaker_1: Yeah, correct.

Speaker speaker_0: Okay. Give me one second. Were you trying to enroll into the benefits?

Speaker speaker_1: Yeah. Uh, yeah. I sent an email for the qualifying event, um, so I can enroll in the, um, health ins- um, benefits.

Speaker speaker_0: Okay. All right. Give me one second. Okay, sir. Thank you for your hold. So we did-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... end up receiving your, um, email regarding your quality life event. However, it looks like you're not eligible to enroll into the benefits. So if you would had already been enrolled, um, with the marriage one, if you would have already had to been enrolled, let's say, as employee only and you were to want to add your spouse, you would have been able to do that. But since you don't have any plans, you're not eligible to enroll and you would have to wait for the next company open enrollment, unfortunately. Um, I can provide the month that falls into, if you want?

Speaker speaker_2: Wait, wait. The, the thing is, um, we... Like I called you guys before like, uh, I think, like, few weeks ago or a few months ago, and as long as I have a qualifying event, I can enroll in any time within 30 days of the-

Speaker speaker_0: Mm, no.

Speaker speaker_2: ... event.

Speaker speaker_0: So with the marriage one, um, a, it seems like with that one, you would have to already been enrolled. Um, like, have you lost benefit, gotten divorced? Adopted, had a baby? I'm looking. I just got done asking and-

Speaker speaker_2: No, 'cause, um, it-

Speaker speaker_0: ... unfortunately, it doesn't qualify.

Speaker speaker_2: 'Cause it shows, um, on the email, um, it shows, um, it shows a certificate of marriage that will qualify, um.

Speaker speaker_0: Yeah, I'm just translating the message. Unfortunately, you're not eligible to enroll at this time.

Speaker speaker_2: Like, I, I don't get why it's not eli- I'm not eligible 'cause it's, it's showing as long as I have the certificate of marriage, I have the qualifying event. Like, I'm actually reading the email.

Speaker speaker_0: Yes, sir. Like I said, I'm just... 'Cause the main office is the one that reviews this information. We just... Unfortunately, I can't really do anything but really provide the month of the next company open enrollment.

Speaker speaker_2: Is, is there any o- other ways for me to enroll this, um, event?

Speaker speaker_0: No, sir.

Speaker speaker_2: Um, or-

Speaker speaker_0: No, sir.

Speaker speaker_2: When, when are, when are, when are they replying to my email then? Um, 'cause I haven't actually gotten anything yet.

Speaker speaker_0: So they don't reply. You get a phone call, and it looks like we just received it, that answer today. So most likely, you're gonna receive a call Monday. Um-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... since you called, I just went ahead and provided that information to you.

Speaker speaker_2: Okay.

Speaker speaker_0: I'm so sorry.

Speaker speaker_2: So even w- what... Even for myself, I cannot enroll in?

Speaker speaker_0: No, sir. So to enroll into the benefits in general, you have to be within two periods. The first period is the first 30 days of receiving your first check. That's considered your personal open enrollment period. The second period is within a company open enrollment, which I can check to see what month that staffing agency-

Speaker speaker_2: Yeah, can you check?

Speaker speaker_0: ... falls in. Um, after that, a quality life event, but who determines if that's eligible..... main office. I'm not really sure what comes into that, but, um, unfortunately, they're the ones who determine eligibility. But like I said, if you do want to enroll in the future, you can. However, it would have to be within company open enrollment. Um, it usually is held within the same month, which for Augsburg Global, it was between December 4th last year up until December 18, and it became effective January 6th. So most likely, it's gonna be within the month of December. I don't have the updated dates. Um...

Speaker speaker_2: Yeah.

Speaker speaker_0: ... but unfortunately, it is in the month of December. So it looks like it was not that long ago.

Speaker speaker_2: Oh. Oh, so I have to wait a- another year then? That's pretty much?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Um, can, can you guys like call me like on Monday? Like, 'cause I wanna know, uh-

Speaker speaker_0: So we're open, but I can't really... Um, you might have to be the one to give us a call. We're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_2: Yeah, 'cause-

Speaker speaker_0: Okay.

Speaker speaker_2: ... 'cause on the email, clear, clearly it said, says, um, as long as I have qualifying life event, which is a marriage, um, I'm, I'm-

Speaker speaker_0: Okay. So like I said, the main office determines this. I'm not really sure, um-

Speaker speaker_2: Yeah.

Speaker speaker_0: ... what else. But like I said, we're open 8:00 AM up until 8:00 PM Monday. You're welcome to give us a call.

Speaker speaker_2: Okay.

Speaker speaker_0: But we're full.

Speaker speaker_2: All right. All right. All right.

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Okay. Okay. Sorry. All right. All right. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_2: Yeah. Yeah. Thank you. Thank... Bye.