

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? Hi, Stephanie. My name is Armene Bambu. Hey. Good morning. How can I help you? Oh, yeah. Um, I want to do application for benefits online, so I want to make sure if everything's okay. Okay. Um, so do you want to go ahead and enroll? 'Cause we could do it over the phone as well. Come again? So do you want to go ahead and enroll for benefits? 'Cause we could do it over the phone as well. Oh, I said, uh, I'm ready to do it online, so I want to make sure if everything's okay. Okay. Um, I don't have access to the online enrollment. Oh. so what's again- Yes, ma'am. But we could- ... so we could... So we can do it over the phone via phone call. Oh, the phone call? Okay, fine. Mm-hmm. Um, but I would have to get in your file. If you want, we can go ahead and enroll, but I would have to make, get the name of the agency that you work for as well as the last four of your Social. Okay. The, the, the company is, uh, uh, Ellen Gruber, EK. Is that the, a- the staffing agency? Oh. The agency is, uh, uh, Worknet. Worknet Staffing. That's the name. Yeah. Worknet. Okay. Yeah. So that's not one of the agencies that we affiliate with. Are you sure that's the name of the agency? Yeah. Worknet Staffing. Yes, ma'am. That's not one of the agencies. Um, it may go by a different name. Oh. Oh, okay. Tell me what... Uh, how did you spell the first one? Okay. What is it? Did you spell something? How do you spell that? Um, I was asking if you meant Wagner, which is W-A-G- Yeah, Wagner. ... ner. Yeah. That's right. Okay. So it is W-A-G-N-E-R? Yes. Yes. Okay. And then what are the last four of your Soc- Social? Uh, 6408. And then your first and last name, please. Uh, first name, Armene. A-R-M-E-N-E. The last name, M-B-A-M-B-U. Okay. Thank you. And then for security purposes, could you verify the full, um, address as well as the date of birth? Oh, the address, uh, 2951 Satellite Boulevard, uh, in Duluth. Uh, the zip code is 30096. Apartment number is, uh, 433. And my birthday, 05/03/1990. Okay. Yeah. And your first name was A-R-M-E-N-E? Yes. M-B-A-M-B-U? Yeah, that the last name. Okay. So I have a different address as well as a different birthday. Um, so I would need to verify your full social security number, because the address you gave me is a different one that I have, as well as the birthday. And the birthday... Because we tried to apply with, uh, with my husband. I don't know. Okay. The full Social is, uh, 1047545408. Uh-huh. Uh-huh. Okay, thank you. That's correct. Um, if you want, I can go ahead and update that information, because that's not the address that I had that you just gave me. I had the 43 Woodfield Drive, Gainesville, Georgia 30705. Oh. I lived there before. I remember. Oh, you lived there before. Yeah. Okay. Um, what, what's the new address, though? So that I can update it. Uh, 2951 Satellite Boulevard, Duluth. Uh-huh. And the zip code is, uh, 30096. And apartment number is 343- I'm sorry. You said zip code was 300- 30096. Okay. Yeah. Okay. Thank you. And then what apartment number? 433. 433? Yeah. Okay, thank you. You could... You're welcome. All right. Give me one second. Go

ahead. And then, what city was that? Uh, Duluth. Duluth. Okay. And then, what was the correct birthday? Uh, 05 May, 05031990. Okay, thank you. And then what's a good phone number to put on file? 404-246-6573. Would you like me to add a secondary phone number? Uh, okay, ma, one second. One second. Yeah, 678- Mm-hmm. ... 541-1855. Thank you. Then I have your first name, last name, 38@gmail.com as your email address. Is that still correct? Uh, yeah, but you said that... No, I... You can change. I have a new. This one's- Okay. ... working, but the one I use is like, uh, first name and the last name. Okay. And, armenbambou90, 0, uh, 90@- Uh-huh. ... gmail.com. Yeah. Okay. Okay, thank you. Mm-hmm. Okay, that information has been updated. Um, I was gonna let you know that, um, have you, in the last 30 days, have you experienced like a loss of benefit, gotten married, divorced, had a baby, or adopted? Uh, you said? In the last 30 days have you lost benefit, gotten married, divorced- No. ... had a baby, or adopted? No. Okay. So at the moment, I'm not able to enroll you into healthcare benefits, um, because you're not within your company open enrollment period and you haven't suffered any of those quali, quality life events that I just mentioned. Um, the good news is that your company is in their company open enrollment period for their employees to enroll in the month of December. It looks like the open enrollment would be held in December 9th up until January 31st of this- Okay. ... upcoming year. So between those dates, I don't know if you wanna write that s- down somewhere as a reminder that you can call us between December 9th up until January 31st, which is the last day to enroll into, um, healthcare benefits. Oh, okay. So I think I'll call you back on, on December 9th. Okay, yeah, that's fine. And then that- So do you want me... Sorry, you want me to call you to help me? Yes. So you would have to call us around, um, those dates to be eligible to enroll because there's only really two times that you can enroll. The first one is 30 days from the day that you receive your very first check, which is considered- Oh. ... your personal open enrollment period. Okay. And if you miss that, then the second period is when the company is in their annual open enrollment as a company whole, which for Wagner is between December 9th up until January 31st. So around that time you're welcome to give us a call and then you'll be eligible, but at this moment I won't be able to enroll you. Oh, okay. But next month you're welcome to give us a call around those dates. Um, do you want me to go ahead and send you the benefit guide that has those plans so that when December comes you have an idea about what you want to enroll into? Okay, okay. Mm-hmm. Okay. That's fine. Yeah. Um, while I do that, can I please put you in a brief hold while I send you that information to your email on file? Oh, so can... You will send me through mail? You mail me? Yeah. Oh, okay. That's fine. Mm-hmm. And then you did say it was your first name, last name, 90@gmail.com? That's correct. Okay. Um, can I put you in a brief hold while I send that to your email? Okay, that's fine. Okay, thank you. Thank you for holding. I went ahead and sent you that guide to your email file. So what that guide has, it has all the information regarding to the plans that they have to offer, as well as the prices if you were to choose the standalone plans or, um, dependents with those plans. So you're welcome to look over them, and then it gives you an idea about what they have to offer. Then by the time December comes, um, you're welcome to give us a call to enroll. And if you have any questions regarding to the plans, we- we're happy to explain them to you. O- okay. Thank you so much. You're welcome. Um, do you mind verifying real quick if you got the email? Just to make sure that you received the information. Okay. Can you send me... If you don't see it right away, I would check your spam and your junk file, because sometimes it sends them there. Okay. Let me check now.

Info, benefits. Okay. Yes, ma'am. Yeah, I get it. Thank you so much. Um- You're welcome. That's your- that was your number? -497-4852- 0485... Yes, ma'am. Oh, okay. So that's the number that you're going to call when your, when, um, your company's in their company open enrollment period, which is those dates that I gave you. Okay. Thank you so much. You're welcome. I hope you have a nice day. You too. Bye. I don't know if you have any more questions. Oh. Not from now. From now, I'm okay. Okay. Have a nice day. 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. My name is Armene Bambu.

Speaker speaker_0: Hey. Good morning. How can I help you?

Speaker speaker_1: Oh, yeah. Um, I want to do application for benefits online, so I want to make sure if everything's okay.

Speaker speaker_0: Okay. Um, so do you want to go ahead and enroll? 'Cause we could do it over the phone as well.

Speaker speaker_1: Come again?

Speaker speaker_0: So do you want to go ahead and enroll for benefits? 'Cause we could do it over the phone as well.

Speaker speaker_1: Oh, I said, uh, I'm ready to do it online, so I want to make sure if everything's okay.

Speaker speaker_0: Okay. Um, I don't have access to the online enrollment.

Speaker speaker_1: Oh. so what's again-

Speaker speaker_0: Yes, ma'am. But we could-

Speaker speaker_1: ... so we could...

Speaker speaker_0: So we can do it over the phone via phone call.

Speaker speaker_1: Oh, the phone call? Okay, fine.

Speaker speaker_0: Mm-hmm. Um, but I would have to get in your file. If you want, we can go ahead and enroll, but I would have to make, get the name of the agency that you work for as well as the last four of your Social.

Speaker speaker_1: Okay. The, the, the company is, uh, uh, Ellen Gruber, EK.

Speaker speaker_0: Is that the, a- the staffing agency?

Speaker speaker_1: Oh. The agency is, uh, uh, Worknet. Worknet Staffing. That's the name. Yeah.

Speaker speaker_0: Worknet. Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: So that's not one of the agencies that we affiliate with. Are you sure that's the name of the agency?

Speaker speaker_1: Yeah. Worknet Staffing.

Speaker speaker_0: Yes, ma'am. That's not one of the agencies. Um, it may go by a different name.

Speaker speaker_1: Oh. Oh, okay. Tell me what... Uh, how did you spell the first one?

Speaker speaker_0: Okay. What is it?

Speaker speaker_1: Did you spell something? How do you spell that?

Speaker speaker_0: Um, I was asking if you meant Wagner, which is W-A-G-

Speaker speaker_1: Yeah, Wagner.

Speaker speaker_0: ... ner.

Speaker speaker_1: Yeah. That's right.

Speaker speaker_0: Okay. So it is W-A-G-N-E-R?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. And then what are the last four of your Soc- Social?

Speaker speaker_1: Uh, 6408.

Speaker speaker_0: And then your first and last name, please.

Speaker speaker_1: Uh, first name, Armene. A-R-M-E-N-E. The last name, M-B-A-M-B-U.

Speaker speaker_0: Okay. Thank you. And then for security purposes, could you verify the full, um, address as well as the date of birth?

Speaker speaker_1: Oh, the address, uh, 2951 Satellite Boulevard, uh, in Duluth. Uh, the zip code is 30096. Apartment number is, uh, 433. And my birthday, 05/03/1990.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your first name was A-R-M-E-N-E?

Speaker speaker_1: Yes.

Speaker speaker_0: M-B-A-M-B-U?

Speaker speaker_1: Yeah, that the last name.

Speaker speaker_0: Okay. So I have a different address as well as a different birthday. Um, so I would need to verify your full social security number, because the address you gave me is a different one that I have, as well as the birthday.

Speaker speaker_1: And the birthday... Because we tried to apply with, uh, with my husband. I don't know. Okay. The full Social is, uh, 1047545408.

Speaker speaker_0: Uh-huh. Uh-huh. Okay, thank you. That's correct. Um, if you want, I can go ahead and update that information, because that's not the address that I had that you just gave me. I had the 43 Woodfield Drive, Gainesville, Georgia 30705.

Speaker speaker_1: Oh. I lived there before. I remember.

Speaker speaker_0: Oh, you lived there before.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, what, what's the new address, though? So that I can update it.

Speaker speaker_1: Uh, 2951 Satellite Boulevard, Duluth.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: And the zip code is, uh, 30096. And apartment number is 343-

Speaker speaker_0: I'm sorry. You said zip code was 300-

Speaker speaker_1: 30096.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Thank you. And then what apartment number?

Speaker speaker_1: 433.

Speaker speaker_0: 433?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, thank you. You could...

Speaker speaker_1: You're welcome.

Speaker speaker_0: All right. Give me one second.

Speaker speaker_1: Go ahead.

Speaker speaker_0: And then, what city was that?

Speaker speaker_1: Uh, Duluth. Duluth.

Speaker speaker_0: Okay. And then, what was the correct birthday?

Speaker speaker_1: Uh, 05 May, 05031990.

Speaker speaker_0: Okay, thank you. And then what's a good phone number to put on file?

Speaker speaker_1: 404-246-6573.

Speaker speaker_0: Would you like me to add a secondary phone number?

Speaker speaker_1: Uh, okay, ma, one second. One second. Yeah, 678-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 541-1855.

Speaker speaker_0: Thank you. Then I have your first name, last name, 38@gmail.com as your email address. Is that still correct?

Speaker speaker_1: Uh, yeah, but you said that... No, I... You can change. I have a new. This one's-

Speaker speaker_0: Okay.

Speaker speaker_1: ... working, but the one I use is like, uh, first name and the last name.

Speaker speaker_0: Okay.

Speaker speaker_1: And, armenbambou90, 0, uh, 90@-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... gmail.com. Yeah.

Speaker speaker_0: Okay. Okay, thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, that information has been updated. Um, I was gonna let you know that, um, have you, in the last 30 days, have you experienced like a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_1: Uh, you said?

Speaker speaker_0: In the last 30 days have you lost benefit, gotten married, divorced-

Speaker speaker_1: No.

Speaker speaker_0: ... had a baby, or adopted?

Speaker speaker_1: No.

Speaker speaker_0: Okay. So at the moment, I'm not able to enroll you into healthcare benefits, um, because you're not within your company open enrollment period and you haven't suffered any of those quali, quality life events that I just mentioned. Um, the good news is that

your company is in their company open enrollment period for their employees to enroll in the month of December. It looks like the open enrollment would be held in December 9th up until January 31st of this-

Speaker speaker_1: Okay.

Speaker speaker_0: ... upcoming year. So between those dates, I don't know if you wanna write that s- down somewhere as a reminder that you can call us between December 9th up until January 31st, which is the last day to enroll into, um, healthcare benefits.

Speaker speaker_1: Oh, okay. So I think I'll call you back on, on December 9th.

Speaker speaker_0: Okay, yeah, that's fine. And then that-

Speaker speaker_1: So do you want me... Sorry, you want me to call you to help me?

Speaker speaker_0: Yes. So you would have to call us around, um, those dates to be eligible to enroll because there's only really two times that you can enroll. The first one is 30 days from the day that you receive your very first check, which is considered-

Speaker speaker_1: Oh.

Speaker speaker_0: ... your personal open enrollment period.

Speaker speaker_1: Okay.

Speaker speaker_0: And if you miss that, then the second period is when the company is in their annual open enrollment as a company whole, which for Wagner is between December 9th up until January 31st. So around that time you're welcome to give us a call and then you'll be eligible, but at this moment I won't be able to enroll you.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But next month you're welcome to give us a call around those dates. Um, do you want me to go ahead and send you the benefit guide that has those plans so that when December comes you have an idea about what you want to enroll into?

Speaker speaker_1: Okay, okay. Mm-hmm.

Speaker speaker_0: Okay.

Speaker speaker_1: That's fine.

Speaker speaker_0: Yeah. Um, while I do that, can I please put you in a brief hold while I send you that information to your email on file?

Speaker speaker_1: Oh, so can... You will send me through mail? You mail me?

Speaker speaker_0: Yeah.

Speaker speaker_1: Oh, okay. That's fine. Mm-hmm.

Speaker speaker_0: And then you did say it was your first name, last name, 90@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Um, can I put you in a brief hold while I send that to your email?

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Okay, thank you. Thank you for holding. I went ahead and sent you that guide to your email file. So what that guide has, it has all the information regarding to the plans that they have to offer, as well as the prices if you were to choose the standalone plans or, um, dependents with those plans. So you're welcome to look over them, and then it gives you an idea about what they have to offer. Then by the time December comes, um, you're welcome to give us a call to enroll. And if you have any questions regarding to the plans, we-we're happy to explain them to you.

Speaker speaker_2: O- okay. Thank you so much.

Speaker speaker_0: You're welcome. Um, do you mind verifying real quick if you got the email? Just to make sure that you received the information.

Speaker speaker_2: Okay. Can you send me...

Speaker speaker_0: If you don't see it right away, I would check your spam and your junk file, because sometimes it sends them there.

Speaker speaker_2: Okay. Let me check now. Info, benefits. Okay.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_2: Yeah, I get it. Thank you so much. Um-

Speaker speaker_0: You're welcome.

Speaker speaker_2: That's your- that was your number? -497-4852-

Speaker speaker_0: 0485... Yes, ma'am.

Speaker speaker_2: Oh, okay.

Speaker speaker_0: So that's the number that you're going to call when your, when, um, your company's in their company open enrollment period, which is those dates that I gave you.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_0: You're welcome. I hope you have a nice day.

Speaker speaker_2: You too. Bye.

Speaker speaker_0: I don't know if you have any more questions.

Speaker speaker_2: Oh. Not from now. From now, I'm okay.

Speaker speaker_0: Okay. Have a nice day.

Speaker speaker_2: You too. Bye.

Speaker speaker_0: Bye.