

Transcript: Estefania

Acevedo-5609817525239808-5407717000265728

Full Transcript

Thank you for calling Benefits on a Card. Oh. My name is Stephanie. How can I assist you? Uh, yes, ma'am. I was calling to see if I could get insurance. Okay. Yes, ma'am. Um, what staffing agency are you with? Crown Staffing in Shelbyville, Kentucky 406... uh, 505... I think... oh, no, 40601. And then what is- And- ... the last four of your social? 3785. For security- And my- ... purposes, um, can I get your first and last name, please? Sarah Sandmann. S-A-N-D-M-A-N-N. Okay. For security purposes, I do need you to verify your s- your address and your date of birth. It's 129 Deep Wood Drive, Frankfurt, Kentucky 40601. And my... what was it? Your date of birth? My date of birth? 04/10/1985. Did you move by any chance? 'Cause it has a different address. We've been at 94 plus three. Yes. Uh- Hmm. What was the city and state? Of the 94 or... Yeah. Oh, it was Shelbyville, Kentucky. Thank you. And then 502-2... I'm sorry. 502-487-7714 is your phone number? Yes, ma'am. I have your first name, last name at gmail.com. Is that up to date? Yes, ma'am. Okay. Um, in the last... in the previous 30 days, have you experienced like a loss of benefit, gotten married, divorce, had a baby or adopted? No, ma'am. No? Okay. So at the time, I wouldn't be able to enroll you into the benefits because you're outside your personal open enrollment period, which means the first 30 days of receiving your very first check. And the company isn't within company open enrollment anymore. I could check to see what month they fall in. So it looks like in the month of June is when they're back in company open enrollment. So if you still do wanna enroll, you're welcome to call us back in the month of June to enroll with your company. Um, I don't have- Okay. ... the exact date, but last year it was from June '17 till June 28th. The company's company open enrollment's normally the same month. The days might change, but it's definitely in the month of June. Okay. I've been there for more than almo- I've been here for almo- for almost a year through Crown. Yes, ma'am. Does that matter? No. Um, it's 'cause the only- 'Cause I have to be open enrollment? Yes, ma'am. The only times that members could enroll into the benefits is within their first 30 days of receiving their very first check, or when- Got it. ... the company's within company open enrollment. Okay. All right. I appreciate it. Thank you. You're welcome. Have a nice day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card.

Speaker speaker_1: Oh.

Speaker speaker_0: My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, ma'am. I was calling to see if I could get insurance.

Speaker speaker_0: Okay. Yes, ma'am. Um, what staffing agency are you with?

Speaker speaker_1: Crown Staffing in Shelbyville, Kentucky 406... uh, 505... I think... oh, no, 40601.

Speaker speaker_0: And then what is-

Speaker speaker_1: And-

Speaker speaker_0: ... the last four of your social?

Speaker speaker_1: 3785.

Speaker speaker_0: For security-

Speaker speaker_1: And my-

Speaker speaker_0: ... purposes, um, can I get your first and last name, please?

Speaker speaker_1: Sarah Sandmann. S-A-N-D-M-A-N-N.

Speaker speaker_0: Okay. For security purposes, I do need you to verify your s- your address and your date of birth.

Speaker speaker_1: It's 129 Deep Wood Drive, Frankfurt, Kentucky 40601. And my... what was it?

Speaker speaker_0: Your date of birth?

Speaker speaker_1: My date of birth? 04/10/1985.

Speaker speaker_0: Did you move by any chance? 'Cause it has a different address.

Speaker speaker_1: We've been at 94 plus three.

Speaker speaker_0: Yes. Uh-

Speaker speaker_1: Hmm.

Speaker speaker_0: What was the city and state?

Speaker speaker_1: Of the 94 or...

Speaker speaker_0: Yeah.

Speaker speaker_1: Oh, it was Shelbyville, Kentucky.

Speaker speaker_0: Thank you. And then 502-2... I'm sorry. 502-487-7714 is your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I have your first name, last name at gmail.com. Is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, in the last... in the previous 30 days, have you experienced like a loss of benefit, gotten married, divorce, had a baby or adopted?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: No? Okay. So at the time, I wouldn't be able to enroll you into the benefits because you're outside your personal open enrollment period, which means the first 30 days of receiving your very first check. And the company isn't within company open enrollment anymore. I could check to see what month they fall in. So it looks like in the month of June is when they're back in company open enrollment. So if you still do wanna enroll, you're welcome to call us back in the month of June to enroll with your company. Um, I don't have-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the exact date, but last year it was from June '17 till June 28th. The company's company open enrollment's normally the same month. The days might change, but it's definitely in the month of June.

Speaker speaker_1: Okay. I've been there for more than almo- I've been here for almo- for almost a year through Crown.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Does that matter?

Speaker speaker_0: No. Um, it's 'cause the only-

Speaker speaker_1: 'Cause I have to be open enrollment?

Speaker speaker_0: Yes, ma'am. The only times that members could enroll into the benefits is within their first 30 days of receiving their very first check, or when-

Speaker speaker_1: Got it.

Speaker speaker_0: ... the company's within company open enrollment.

Speaker speaker_1: Okay. All right. I appreciate it. Thank you.

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