

## **Transcript: Estefania**

**Acevedo-5662419276054528-5731832054464512**

### **Full Transcript**

Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Um, my name is Bobby McLemore. I was trying to get my demo and vision back on my card. Apparently, I've been cut off or something, and I'm trying to get it back. Okay. What staffing agency do you work for? HR. Okay. Wait one second. Is that the full name, HR? Uh, it's HR Hamilton Riker's, excuse me. Okay. Excuse me, I apologize. It's okay. Okay, and then what are the last four of your Social? 7603. And your first and last name? Bobby McLemore. For security purposes, could you please verify the address that we have on file, as well as your date of birth? It should be 996 Macklin Extended? Mm-hmm. What's that city and state? Is that correct? Humboldt, Tennessee 38343. And then the date of birth? 4/23/82. Okay, thank you. And then I have 731-487-5845 as your phone number. Okay. Is that up-to-date? Yes. Yes, ma'am, that's current and correct. And then I have patricecamp15@gmail.com. Is that up-to-date? Uh, no, ma'am, but you can leave it there for right now. I, I, I can't remember my email or, and password, so just keep that one for right now, that'll be fine. Okay. And then I was gonna ask you, within the last 30 days, have you lost benefit, gotten married, divorced, had a baby, or adopted? No, ma'am, I haven't. No? Okay. So only in two periods you're eligible to enroll. The first one is within your personal open enrollment, which means the first 30 days of you receiving your first payroll check. And then the second period would be within company open enrollment, which for them, it was between... Let me check. It was between January 23rd up- Oh. ... until January 31st. So from December 23rd up until January 31st was within their company open enrollment. That's where their employees could call and enroll. But since you're out of those two periods, unfortunately, I wouldn't be able to enroll you into any of the benefits. So I have to go back through HR? No, you would actually have to wait for the next company open enrollment, which for them, it's back- Oh. ... in December, before December 30th. So it's kind of like a lapse thing going on? So you can only really enroll within two periods. Your first would be considered- Oh, okay. ... your personal open enrollment, which are the first 30 days of you receiving your first check, which that is ruled out. And then the second one- All right, ma'am. ... would be within- I just didn't know what day that was. ... company open enrollment, um, but that passed already, so you would have to wait when they're back in company open enrollment- So it's on... ... to call. Correct. When would we be, uh- It's typically around the month of December. Um, this past year- Oh, wow. ... was between December... Yeah, sir. That's okay, man. Um, it was between December 23rd- All right, you have a good day. All right. Okay. Thank you. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Um, my name is Bobby McLemore. I was trying to get my demo and vision back on my card. Apparently, I've been cut off or something, and I'm trying to get it back.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: HR.

Speaker speaker\_0: Okay. Wait one second. Is that the full name, HR?

Speaker speaker\_1: Uh, it's HR Hamilton Riker's, excuse me.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Excuse me, I apologize.

Speaker speaker\_0: It's okay. Okay, and then what are the last four of your Social?

Speaker speaker\_1: 7603.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Bobby McLemore.

Speaker speaker\_0: For security purposes, could you please verify the address that we have on file, as well as your date of birth?

Speaker speaker\_1: It should be 996 Macklin Extended?

Speaker speaker\_0: Mm-hmm. What's that city and state?

Speaker speaker\_1: Is that correct? Humboldt, Tennessee 38343.

Speaker speaker\_0: And then the date of birth?

Speaker speaker\_1: 4/23/82.

Speaker speaker\_0: Okay, thank you. And then I have 731-487-5845 as your phone number.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is that up-to-date?

Speaker speaker\_1: Yes. Yes, ma'am, that's current and correct.

Speaker speaker\_0: And then I have patricecamp15@gmail.com. Is that up-to-date?

Speaker speaker\_1: Uh, no, ma'am, but you can leave it there for right now. I, I, I can't remember my email or, and password, so just keep that one for right now, that'll be fine.

Speaker speaker\_0: Okay. And then I was gonna ask you, within the last 30 days, have you lost benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker\_1: No, ma'am, I haven't.

Speaker speaker\_0: No? Okay. So only in two periods you're eligible to enroll. The first one is within your personal open enrollment, which means the first 30 days of you receiving your first payroll check. And then the second period would be within company open enrollment, which for them, it was between... Let me check. It was between January 23rd up-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... until January 31st. So from December 23rd up until January 31st was within their company open enrollment. That's where their employees could call and enroll. But since you're out of those two periods, unfortunately, I wouldn't be able to enroll you into any of the benefits.

Speaker speaker\_1: So I have to go back through HR?

Speaker speaker\_0: No, you would actually have to wait for the next company open enrollment, which for them, it's back-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... in December, before December 30th.

Speaker speaker\_1: So it's kind of like a lapse thing going on?

Speaker speaker\_0: So you can only really enroll within two periods. Your first would be considered-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... your personal open enrollment, which are the first 30 days of you receiving your first check, which that is ruled out. And then the second one-

Speaker speaker\_1: All right, ma'am.

Speaker speaker\_0: ... would be within-

Speaker speaker\_1: I just didn't know what day that was.

Speaker speaker\_0: ... company open enrollment, um, but that passed already, so you would have to wait when they're back in company open enrollment-

Speaker speaker\_1: So it's on...

Speaker speaker\_0: ... to call. Correct.

Speaker speaker\_1: When would we be, uh-

Speaker speaker\_0: It's typically around the month of December. Um, this past year-

Speaker speaker\_1: Oh, wow.

Speaker speaker\_0: ... was between December... Yeah, sir.

Speaker speaker\_1: That's okay, man.

Speaker speaker\_0: Um, it was between December 23rd-

Speaker speaker\_1: All right, you have a good day. All right.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: You have a great day.