

Transcript: Estefania

Acevedo-5925877140209664-6232998926925824

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello? Hey, how can I help you? Yeah, my name is Jonas Prince. Uh, I'm a, I'm a member of Benefits in a Card. Mm-hmm. I want to, I want to activate my card. Okay. I received a, I received a new email from you and then, last month. I'm sorry for, for, for, for, for, um, for that because I don't have time to activate my card, okay? So, I tried to, to do it, to do it now, because I, I should have. There is an error. Hello? Hello. Hello. Yes. Um, what staffing agency do you work for? I'm sorry? What staffing agency are you working with? What staffing? Uh, Crown Station. Crown Staffing. Okay. And then what are the last four of your Social? I'm sorry? What are the last four of your Social? Social? Yeah, the last four numbers of the Social Security Number. Oh, okay. Uh, let me tell you something, because I, I work for Staffing, Crown Staffing for now. Mm-hmm. I don't work anymore for, for, for this, this staffing. I don't know exactly if, uh, my card is still available. Yeah, I, so I, for me to see that, I have to get in your file. You want to- 'Cause we are the healthcare adminis-, we're the healthcare administrators of different agencies around the nation. Okay. I- So I, I don't know if your card is ready if I can't get in your file. So, I don't, I don't work anymore for the, for the, the, the agency. You don't work for them anymore? No, I, I, I worked for the agency, uh, for three months. Mm-hmm. After, um, uh, um, I'm, um, okay, I, I work for the company now. Okay. So, I don't exactly- And you're trying to enroll into the benefits? I still need to get in your file, though. You do? I still, yeah, I still need to get in your file. I'm so sorry, I don't 100% know what you're saying. What? Um, that I still need to get in your file to like help you with anything. Like, I, you're trying to enroll into your benefits, or trying to ask questions regarding the healthcare benefits, correct? Okay. Um, Crown Staffing sent me, um, the card, okay? I don't have time to look at it, so I called you, uh, to, to, to know if the card is still available because I don't work anymore for the, for Crown Staffing. Yeah, so that, that's why I need the last four numbers of your Social, to continue to call. Oh, okay. Oh, okay, okay. One, one, one second. Okay, one second. Give me one second. Mm-hmm. Okay? Okay? Okay, yes. Okay. Um... . Please send. Hello? One second. Yes, sir. One second, one second. Okay. Oh my gosh. I got it now, I don't, uh... Okay. Hello? Yes. Okay. 72... I, I just need the last four. The last? The last four? Okay. The last, uh, number, or, I'm sorry, the last what? Yes. The last four numbers of your Social. Okay, the last, the last number? The last four. The last, the last four number, okay. Okay, 7- 7-2-5-6. Thank you. You're welcome. And then, what was your first and last name? You said? Your first and last name, please? My first and last? Your first and last name. First name, last name, okay. Mm-hmm. First name, last name? Mm-hmm, yes, sir. Jonah- first name Jonah. Last name Prince. Okay. For security purposes, could you verify your address and date of birth? Okay. What's your- Again? ... address and date of birth? Mm-hmm. My, my meeting address or...? Yes. Okay. 1113. Mm-hmm. Yeah, South Madison Street, Springfield,

Ohio. Mm-hmm. Springfield, Ohio. Okay, and then your birthday? I'm sorry? And your birthday? Now? Yes. My what? My what? Your birthday. Your date of birth. Okay, December, December 10th... December 10th... 1888. I'm sorry, 19- What- I'm sorry, 1988. So it's in December? December 10th. December 10th. Okay. Um, and then can you just verify your full social? 'Cause I have a different date. You have a different? Yeah. Can you verify your full socials? Okay. I say it's 7... 7256. No, like the full numbers. All of them. Huh, huh? Sorry. Can you give me the full social? 'Cause I have a different birthday. You have a different birthday? Mm-hmm. So I just need you to verify your full social since I have a different birthday on file. Okay, f- for my birthday, that's December 10th, uh, 1988. Yes. Yes. Um, can you verify your full social? Okay. Verify my social, okay. You check it? Yeah. What's the full social? My full... Okay. 855- Mm-hmm. 05- Mm-hmm. 72- Mm-hmm. 56. Okay, thank you. I had, um, October the 12th of 1988. So it's December 10th- Mm-hmm. ... of 1988. December 10th. Okay, thank you. Then I have 246-660-8107 as your phone number. Mine? Yes. That's your- My phone number? Mm-hmm. Okay, two- 248-660-8107. Okay. Two... You already 2-2-2- get it? Yeah, I have... I'm asking, is that correct? 248-660-8107. Uh, my, my phone number? Yes. Is that correct? No. No, it's not correct. No? No. What is the correct number? 2... 248... 248... Okay. 660... Mm-hmm. Uh-huh. 8107. Yes, yes. Okay, yep. Um, okay, so yeah, your coverage isn't active anymore. So yeah, since you no longer work with them, you don't have any active coverage anymore. So they're not doing the deductions from your paycheck. Oh, okay, okay, okay. Okay, okay. This is- Yeah, so it's canceled. Your c- your coverage has been canceled. Okay, my coverage is a, uh, uh... You cannot, you cannot activate it now? Any more? Um, so, so the only time that you would be able to get the benefits again is within company open enrollment, which I can check to see what month that is in. Give me one second. So... Are you no longer working with Crown? I'm sorry? Are you still working with Crown, though? No, no. I'm, I, I don't work, uh, for Crown anymore. So you would have to be working with them to, um, keep these benefits 'cause it's healthcare benefits through the staffing agency. Okay, okay. And since, um, you're not with them anymore, since they're not able to do weekly deduction from, from your paycheck, that's why the plan canceled out and went into COBRA. Okay, okay. Um, but if you do want to enroll in... If... Well, you would have to still be working with them. It would be around their company open enrollment, which is held in June. But you would have to be, um, active with Crown- Okay, okay. ... to get those benefits. Okay, okay. Thank you. Did you have any other questions? I don't have any question. Okay. Well, I hope you have a great day. Thank you. Have a good day, too. Thank you.

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: Hello?

Speaker speaker_0: Hey, how can I help you?

Speaker speaker_1: Yeah, my name is Jonas Prince. Uh, I'm a, I'm a member of Benefits in a Card.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I want to, I want to activate my card.

Speaker speaker_0: Okay.

Speaker speaker_1: I received a, I received a new email from you and then, last month. I'm sorry for, for, for, for, for, um, for that because I don't have time to activate my card, okay? So, I tried to, to do it, to do it now, because I, I should have. There is an error.

Speaker speaker_0: Hello?

Speaker speaker_1: Hello. Hello.

Speaker speaker_0: Yes. Um, what staffing agency do you work for?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What staffing agency are you working with?

Speaker speaker_1: What staffing? Uh, Crown Station. Crown Staffing.

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

Speaker speaker_1: I'm sorry?

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Social?

Speaker speaker_0: Yeah, the last four numbers of the Social Security Number.

Speaker speaker_1: Oh, okay. Uh, let me tell you something, because I, I work for Staffing, Crown Staffing for now.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I don't work anymore for, for, for this, this staffing. I don't know exactly if, uh, my card is still available.

Speaker speaker_0: Yeah, I, so I, for me to see that, I have to get in your file.

Speaker speaker_1: You want to-

Speaker speaker_0: 'Cause we are the healthcare adminis-, we're the healthcare administrators of different agencies around the nation.

Speaker speaker_1: Okay. I-

Speaker speaker_0: So I, I don't know if your card is ready if I can't get in your file.

Speaker speaker_1: So, I don't, I don't work anymore for the, for the, the, the agency.

Speaker speaker_0: You don't work for them anymore?

Speaker speaker_1: No, I, I, I worked for the agency, uh, for three months.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: After, um, uh, um, I'm, um, okay, I, I work for the company now.

Speaker speaker_0: Okay.

Speaker speaker_1: So, I don't exactly-

Speaker speaker_0: And you're trying to enroll into the benefits? I still need to get in your file, though.

Speaker speaker_1: You do?

Speaker speaker_0: I still, yeah, I still need to get in your file.

Speaker speaker_1: I'm so sorry, I don't 100% know what you're saying. What?

Speaker speaker_0: Um, that I still need to get in your file to like help you with anything. Like, I, you're trying to enroll into your benefits, or trying to ask questions regarding the healthcare benefits, correct?

Speaker speaker_1: Okay. Um, Crown Staffing sent me, um, the card, okay? I don't have time to look at it, so I called you, uh, to, to, to know if the card is still available because I don't work anymore for the, for Crown Staffing.

Speaker speaker_0: Yeah, so that, that's why I need the last four numbers of your Social, to continue to call.

Speaker speaker_1: Oh, okay. Oh, okay, okay. One, one, one second. Okay, one second. Give me one second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay? Okay?

Speaker speaker_0: Okay, yes.

Speaker speaker_1: Okay. Um... . Please send. Hello? One second.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: One second, one second. Okay. Oh my gosh. I got it now, I don't, uh... Okay. Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. 72...

Speaker speaker_0: I, I just need the last four.

Speaker speaker_1: The last?

Speaker speaker_0: The last four?

Speaker speaker_1: Okay. The last, uh, number, or, I'm sorry, the last what?

Speaker speaker_0: Yes. The last four numbers of your Social.

Speaker speaker_1: Okay, the last, the last number?

Speaker speaker_0: The last four.

Speaker speaker_1: The last, the last four number, okay. Okay, 7- 7-2-5-6.

Speaker speaker_0: Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_0: And then, what was your first and last name?

Speaker speaker_1: You said?

Speaker speaker_0: Your first and last name, please?

Speaker speaker_1: My first and last?

Speaker speaker_0: Your first and last name.

Speaker speaker_1: First name, last name, okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: First name, last name?

Speaker speaker_0: Mm-hmm, yes, sir.

Speaker speaker_1: Jonah- first name Jonah. Last name Prince.

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

Speaker speaker_1: Okay.

Speaker speaker_0: What's your-

Speaker speaker_1: Again?

Speaker speaker_0: ... address and date of birth? Mm-hmm.

Speaker speaker_1: My, my meeting address or...?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. 1113.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah, South Madison Street, Springfield, Ohio.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Springfield, Ohio.

Speaker speaker_0: Okay, and then your birthday?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: And your birthday?

Speaker speaker_1: Now?

Speaker speaker_0: Yes.

Speaker speaker_2: My what? My what?

Speaker speaker_0: Your birthday. Your date of birth.

Speaker speaker_2: Okay, December, December 10th... December 10th... 1888. I'm sorry, 19-

Speaker speaker_0: What-

Speaker speaker_2: I'm sorry, 1988.

Speaker speaker_0: So it's in December?

Speaker speaker_2: December 10th. December 10th.

Speaker speaker_0: Okay. Um, and then can you just verify your full social? 'Cause I have a different date.

Speaker speaker_2: You have a different?

Speaker speaker_0: Yeah. Can you verify your full socials?

Speaker speaker_2: Okay. I say it's 7... 7256.

Speaker speaker_0: No, like the full numbers. All of them.

Speaker speaker_2: Huh, huh? Sorry.

Speaker speaker_0: Can you give me the full social? 'Cause I have a different birthday.

Speaker speaker_2: You have a different b- birthday?

Speaker speaker_0: Mm-hmm. So I just need you to verify your full social since I have a different birthday on file.

Speaker speaker_2: Okay, f- for my birthday, that's December 10th, uh, 1988.

Speaker speaker_0: Yes. Yes. Um, can you verify your full social?

Speaker speaker_2: Okay. Verify my social, okay. You check it?

Speaker speaker_0: Yeah. What's the full social?

Speaker speaker_2: My full... Okay. 855-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: 05-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: 72-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: 56.

Speaker speaker_0: Okay, thank you. I had, um, October the 12th of 1988. So it's December 10th-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... of 1988.

Speaker speaker_2: December 10th.

Speaker speaker_0: Okay, thank you. Then I have 246-660-8107 as your phone number.

Speaker speaker_2: Mine?

Speaker speaker_0: Yes. That's your-

Speaker speaker_2: My phone number?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Okay, two-

Speaker speaker_0: 248-660-8107.

Speaker speaker_2: Okay. Two... You already 2-2-2- get it?

Speaker speaker_0: Yeah, I have... I'm asking, is that correct? 248-660-8107.

Speaker speaker_2: Uh, my, my phone number?

Speaker speaker_0: Yes. Is that correct?

Speaker speaker_2: No. No, it's not correct.

Speaker speaker_0: No?

Speaker speaker_2: No.

Speaker speaker_0: What is the correct number?

Speaker speaker_2: 2... 248... 248...

Speaker speaker_0: Okay.

Speaker speaker_2: 660...

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Uh-huh.

Speaker speaker_0: 8107.

Speaker speaker_2: Yes, yes.

Speaker speaker_0: Okay, yep. Um, okay, so yeah, your coverage isn't active anymore. So yeah, since you no longer work with them, you don't have any active coverage anymore. So they're not doing the deductions from your paycheck.

Speaker speaker_2: Oh, okay, okay, okay. Okay, okay. This is-

Speaker speaker_0: Yeah, so it's canceled. Your c- your coverage has been canceled.

Speaker speaker_2: Okay, my coverage is a, uh, uh... You cannot, you cannot activate it now? Any more?

Speaker speaker_0: Um, so, so the only time that you would be able to get the benefits again is within company open enrollment, which I can check to see what month that is in. Give me one second. So... Are you no longer working with Crown?

Speaker speaker_2: I'm sorry?

Speaker speaker_0: Are you still working with Crown, though?

Speaker speaker_2: No, no. I'm, I, I don't work, uh, for Crown anymore.

Speaker speaker_0: So you would have to be working with them to, um, keep these benefits 'cause it's healthcare benefits through the staffing agency.

Speaker speaker_2: Okay, okay.

Speaker speaker_0: And since, um, you're not with them anymore, since they're not able to do weekly deduction from, from your paycheck, that's why the plan canceled out and went into COBRA.

Speaker speaker_2: Okay, okay.

Speaker speaker_0: Um, but if you do want to enroll in... If... Well, you would have to still be working with them. It would be around their company open enrollment, which is held in June. But you would have to be, um, active with Crown-

Speaker speaker_2: Okay, okay.

Speaker speaker_0: ... to get those benefits.

Speaker speaker_2: Okay, okay. Thank you.

Speaker speaker_0: Did you have any other questions?

Speaker speaker_2: I don't have any question.

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

Speaker speaker_2: Thank you. Have a good day, too. Thank you.