

Transcript: Estefania

Acevedo-6023704742412288-6457786483818496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits My name is Stephanie. How can I assist you? Oh, yes, my name is Ralph Templeton and I'm an employee with WorkSmart. And I was wondering about my insurance, if I could ask somebody or if I even had it or if I got it automatically or... whatever. Okay. Yeah, I can check that for you. Um, what are the last four of your social? 7071. And then you said your name was Ralph? Yes, R-A-L-P-H. Thank you. For security purposes, could you please verify your address as well as your date of birth for me? The only address I have on file is 19 Picardy Drive, Greenville, South Carolina 29605. My date of birth is June 26th, 1978. Thank you. Um, is your phone number still 864-559-0525? Yes. Okay. And then I have your last name? Templeton. T- T- ... as in... T as in... T as in Tom, E as in Echo, M as in Mary, P as in Papa, L as in Lima, E as in Echo, T as in Tango, O as in Oscar, N as in Nancy. Let me m- make sure that's right 'cause I don't think that's right. Okay. Um, for your email address, after your last name, what was it? You said my... After my last name? Yeah, after your last name, what was the rest of your email? Oh, my email. I thought you said... I'm sorry. Um, I thought you were asking for my last name only. My email is my last name and my first and middle initials. Okay. So it's templetonre@gmail.com. Sorry about that. Okay. Just making sure. No, you're fine. Um, okay. So let me just make sure. So at this moment, you wouldn't be able to add any more plans to your, um, coverage. The only time that you can do that is within the first 30 days of receiving your very first check. That's considered your personal open enrollment period. Oh, okay. Or when you're in company open enrollment, which... That's done annually for the agencies. Um, for WorkSmart, let me see when that is. Give me one second. Let me verify- Okay. ... when your company open enrollment period is. So for WorkSmart, it's actually coming up pretty soon. It's gonna be within the month of December 9th- Okay. ... up until January 31st. So you're welcome to give us- And then I'll- ... a call. And then I'll be able- And- ... to add a dependent? Mm-hmm. Dependents- Oh, okay. Perfect. ... and then additional plans. Okay. Yes, sir. So you would have to wait for your company open enrollment period. Um... Okay. But... Which is good 'cause it's, it's actually coming up pretty soon in December. Okay, great. Thank you. You're welcome. I hope you have a great day. Thanks. 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

Speaker speaker_1: My name is Stephanie. How can I assist you?

Speaker speaker_2: Oh, yes, my name is Ralph Templeton and I'm an employee with WorkSmart. And I was wondering about my insurance, if I could ask somebody or if I even had it or if I got it automatically or... whatever.

Speaker speaker_1: Okay. Yeah, I can check that for you. Um, what are the last four of your social?

Speaker speaker_2: 7071.

Speaker speaker_1: And then you said your name was Ralph?

Speaker speaker_2: Yes, R-A-L-P-H.

Speaker speaker_1: Thank you. For security purposes, could you please verify your address as well as your date of birth for me?

Speaker speaker_2: The only address I have on file is 19 Picardy Drive, Greenville, South Carolina 29605. My date of birth is June 26th, 1978.

Speaker speaker_1: Thank you. Um, is your phone number still 864-559-0525?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then I have your last name?

Speaker speaker_2: Templeton. T-

Speaker speaker_1: T-

Speaker speaker_2: ... as in... T as in... T as in Tom, E as in Echo, M as in Mary, P as in Papa, L as in Lima, E as in Echo, T as in Tango, O as in Oscar, N as in Nancy.

Speaker speaker_1: Let me m- make sure that's right 'cause I don't think that's right. Okay. Um, for your email address, after your last name, what was it?

Speaker speaker_2: You said my... After my last name?

Speaker speaker_1: Yeah, after your last name, what was the rest of your email?

Speaker speaker_2: Oh, my email. I thought you said... I'm sorry. Um, I thought you were asking for my last name only. My email is my last name and my first and middle initials.

Speaker speaker_1: Okay.

Speaker speaker_2: So it's templetonre@gmail.com. Sorry about that.

Speaker speaker_1: Okay. Just making sure. No, you're fine. Um, okay. So let me just make sure. So at this moment, you wouldn't be able to add any more plans to your, um, coverage. The only time that you can do that is within the first 30 days of receiving your very first check. That's considered your personal open enrollment period.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Or when you're in company open enrollment, which... That's done annually for the agencies. Um, for WorkSmart, let me see when that is. Give me one second. Let me verify-

Speaker speaker_2: Okay.

Speaker speaker_1: ... when your company open enrollment period is. So for WorkSmart, it's actually coming up pretty soon. It's gonna be within the month of December 9th-

Speaker speaker_2: Okay.

Speaker speaker_1: ... up until January 31st. So you're welcome to give us-

Speaker speaker_2: And then I'll-

Speaker speaker_1: ... a call.

Speaker speaker_2: And then I'll be able-

Speaker speaker_1: And-

Speaker speaker_2: ... to add a dependent?

Speaker speaker_1: Mm-hmm. Dependents-

Speaker speaker_2: Oh, okay. Perfect.

Speaker speaker_1: ... and then additional plans.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. So you would have to wait for your company open enrollment period. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: But... Which is good 'cause it's, it's actually coming up pretty soon in December.

Speaker speaker_2: Okay, great. Thank you.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: Thanks. You too. Bye-bye.