

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. Hello? My name is Stephanie. How can I assist you? Well, I was working for a company called Terra a while ago, and I just got a letter from insurance and I was just seeing the status of my insurance, like if it is, is there an insurance active or not? Okay, yeah, I can check. Um, you said you were with Terra Staffing? Mm-hmm. And then what are the last four of your social? 7934. And your first and last name, please? Brett Ramirez. Okay, for security purposes, can you verify address and date of birth? 1709 98th Avenue, uh, Lake, uh, Southeast Lake Stevens. 1709 98th Avenue, Southeast Lake Stevens, Washington 98258. And, uh, your birthday? June 2nd, 2002. 425-623-9406 is your phone number? Yes. Um, I'm not really sure what it would be about, 'cause there's no notes in your file. And, um, what does the letter say? It's like employer provided health insurance, even like, it looks like a tax form, like, when the company send you the W-2 form. I wouldn't be able to know what it's about without, like, reading the letter, because, um, you don't have any coverage with Terra and you never ha- had any with them either. So, yeah, as long as- And right now, you're not even eligible to enroll. So it's probably a letter just informing you how much you would have paid- Oh, okay. ... if you were to enroll last year. 'Cause it looks like you never had any benefits through them. Um, so yeah, y- your- Okay. ... file is empty. Let me see if they do auto-enrollment, but I don't think they do. Let me just make sure, though. Yeah. I really, I don't think so. As long as I don't have, as, as long as I don't have inactive insurance right now, that's what I'm trying to see. That's good. 'Cause if it was active, I would want to unactivate it. Yeah, and they don't auto-enroll their new hires into anything. So, yeah. That was probably just a informative letter letting you know how much you would have paid if you were to enroll last year. But you never enrolled and you don't have any plans, and you don't even qualify right now either way. Mm-hmm. So. Okay, sounds good. All right. Well, I hope you have a great day. All right, thank you. You, too. Mm-hmm. Bye.

Conversation Format

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

Speaker speaker_1: Hello?

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

Speaker speaker_1: Well, I was working for a company called Terra a while ago, and I just got a letter from insurance and I was just seeing the status of my insurance, like if it is, is there an insurance active or not?

Speaker speaker_0: Okay, yeah, I can check. Um, you said you were with Terra Staffing?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 7934.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Brett Ramirez.

Speaker speaker_0: Okay, for security purposes, can you verify address and date of birth?

Speaker speaker_1: 1709 98th Avenue, uh, Lake, uh, Southeast Lake Stevens. 1709 98th Avenue, Southeast Lake Stevens, Washington 98258.

Speaker speaker_0: And, uh, your birthday?

Speaker speaker_1: June 2nd, 2002.

Speaker speaker_0: 425-623-9406 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Um, I'm not really sure what it would be about, 'cause there's no notes in your file. And, um, what does the letter say?

Speaker speaker_1: It's like employer provided health insurance, even like, it looks like a tax form, like, when the company send you the W-2 form.

Speaker speaker_0: I wouldn't be able to know what it's about without, like, reading the letter, because, um, you don't have any coverage with Terra and you never ha- had any with them either.

Speaker speaker_1: So, yeah, as long as-

Speaker speaker_0: And right now, you're not even eligible to enroll. So it's probably a letter just informing you how much you would have paid-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... if you were to enroll last year. 'Cause it looks like you never had any benefits through them. Um, so yeah, y- your-

Speaker speaker_1: Okay.

Speaker speaker_0: ... file is empty. Let me see if they do auto-enrollment, but I don't think they do. Let me just make sure, though.

Speaker speaker_1: Yeah.

Speaker speaker_0: I really, I don't think so.

Speaker speaker_1: As long as I don't have, as, as long as I don't have inactive insurance right now, that's what I'm trying to see. That's good. 'Cause if it was active, I would want to unactivate it.

Speaker speaker_0: Yeah, and they don't auto-enroll their new hires into anything. So, yeah. That was probably just a informative letter letting you know how much you would have paid if you were to enroll last year. But you never enrolled and you don't have any plans, and you don't even qualify right now either way.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So.

Speaker speaker_1: Okay, sounds good.

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

Speaker speaker_1: All right, thank you. You, too.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Bye.