

## **Transcript: Estefania**

**Acevedo-6446471758790656-5444980445069312**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Hey there. Hey, good afternoon. I'm calling from Benefits and a card on behalf of Creative Circle. Um, I'm looking to speak with Mona. This is she. Um, so finally the main office, um, reached back out to me- Mm-hmm. ... and they actually letting me know that unfortunately you're not eligible for the benefits. I was gonna also tell you, um, that if you experienced a quality of life event within the last 30 days of that quality life event- . ... um, there's a possibility that you may be eligible to enroll. Um, this quality of life events are considered like loss the benefit, getting married, divorce, having a baby or adopting. Have you experienced- ... any of those? No. No, not in the last 30 days. No. Ooh. Okay. So unfortunately you would have to wait for the next company open enrollment. Let me see what month that is held and give me one- Okay. ... second. Ooh, okay. So for- Ugh. ... Creative Circle, it looks like they actually do it towards the end of the year. Last year they did it between- Ah, okay. ... December 23rd up until January the 31st. If you enrolled within that period, you would have became effective on the 6th of January. Um, the date might change, um, 'cause we don't have the updated dates yet, but it's definitely in the month of December. Um, I would definitely ask your staffing agency when they are back within company over enrollment. It's definitely in December, but I'm not so sure the dates. Got it. Got it. Okay. All right. That sounds good. I mean, I understand. Is it because they consider that I bas- basically have been working with them even though there was an interruption, it doesn't count? Is that right? I'm not really sure how they determine that, if I'm completely honest, 'cause when- Oh. ... after a situation like this, who determines your eligibility is the main office. Okay. Yeah. All right. That's okay. I appreciate it. No worries. You're welcome. I hope you have a great day. You too. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hey there. Hey, good afternoon. I'm calling from Benefits and a card on behalf of Creative Circle. Um, I'm looking to speak with Mona.

Speaker speaker\_1: This is she.

Speaker speaker\_2: Um, so finally the main office, um, reached back out to me-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... and they actually letting me know that unfortunately you're not eligible for the benefits. I was gonna also tell you, um, that if you experienced a quality of life event within the last 30 days of that quality life event-

Speaker speaker\_1: .

Speaker speaker\_2: ... um, there's a possibility that you may be eligible to enroll. Um, this quality of life events are considered like loss the benefit, getting married, divorce, having a baby or adopting.

Speaker speaker\_1: Have you experienced-

Speaker speaker\_2: ... any of those?

Speaker speaker\_1: No. No, not in the last 30 days. No.

Speaker speaker\_2: Ooh. Okay. So unfortunately you would have to wait for the next company open enrollment. Let me see what month that is held and give me one-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... second. Ooh, okay. So for-

Speaker speaker\_1: Ugh.

Speaker speaker\_2: ... Creative Circle, it looks like they actually do it towards the end of the year. Last year they did it between-

Speaker speaker\_1: Ah, okay.

Speaker speaker\_2: ... December 23rd up until January the 31st. If you enrolled within that period, you would have become effective on the 6th of January. Um, the date might change, um, 'cause we don't have the updated dates yet, but it's definitely in the month of December. Um, I would definitely ask your staffing agency when they are back within company over enrollment. It's definitely in December, but I'm not so sure the dates.

Speaker speaker\_1: Got it. Got it. Okay. All right. That sounds good. I mean, I understand. Is it because they consider that I basically have been working with them even though there was an interruption, it doesn't count? Is that right?

Speaker speaker\_2: I'm not really sure how they determine that, if I'm completely honest, 'cause when-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... after a situation like this, who determines your eligibility is the main office.

Speaker speaker\_1: Okay. Yeah. All right. That's okay. I appreciate it. No worries.

Speaker speaker\_2: You're welcome. I hope you have a great day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_2: Bye.