

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Yes, my name's Corey Bobbit with Surge. I was wanting to know if I can enroll in the, um, medical. Okay. Um, what are the last four of your Social? 4390. And it's for Mr. Corey? Yes. Okay. Um, for security purposes, I will need you to verify your full address as well as your date of birth. 54-5440 North Rang- North Rangeline Road, Covington, Ohio 45318. And it's 01231997. Okay, thank you. And then, um, is your phone number still the 937-244-6889? Yes. Okay, and then I have your email address at your last name, first name @yahoo.com? Yes. Okay. Give me one second. Okay. In the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted? No. No? Okay. Um, because at the moment, I wouldn't be able to enroll you anymore, because you're outside your personal open enrollment period, which your last day to call and enroll was actually on the 15th. So last Friday. Okay. So you would have to... You would have to wait for their next company open enrollment period to open up to be able to enroll into any benefits. Um, I could check real quick to see what month that is, 'cause usually they do their company open enrollment period around the same month. So it was in August. So somewhere around the month of August, that's when their company open enrollment period is and you'll be able to be eligible to qualify for benefits through Surge Staffing. Okay. Thank you. You're welcome. I'm sorry. You're fine. Have a nice day. Bye. Thank you. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. Yes, my name's Corey Bobbit with Surge. I was wanting to know if I can enroll in the, um, medical.

Speaker speaker_1: Okay. Um, what are the last four of your Social?

Speaker speaker_2: 4390.

Speaker speaker_1: And it's for Mr. Corey?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, for security purposes, I will need you to verify your full address as well as your date of birth.

Speaker speaker_2: 54-5440 North Rang- North Rangeline Road, Covington, Ohio 45318. And it's 01231997.

Speaker speaker_1: Okay, thank you. And then, um, is your phone number still the 937-244-6889?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, and then I have your email address at your last name, first name @yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Give me one second. Okay. In the last 30 days, have you experienced, like, a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_2: No.

Speaker speaker_1: No? Okay. Um, because at the moment, I wouldn't be able to enroll you anymore, because you're outside your personal open enrollment period, which your last day to call and enroll was actually on the 15th. So last Friday.

Speaker speaker_2: Okay.

Speaker speaker_1: So you would have to... You would have to wait for their next company open enrollment period to open up to be able to enroll into any benefits. Um, I could check real quick to see what month that is, 'cause usually they do their company open enrollment period around the same month. So it was in August. So somewhere around the month of August, that's when their company open enrollment period is and you'll be able to be eligible to qualify for benefits through Surge Staffing.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. I'm sorry.

Speaker speaker_2: You're fine. Have a nice day. Bye.

Speaker speaker_1: Thank you. You too.