

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, my name is Brandon Sears. Um, I was just, uh, interested in getting dental insurance. Okay. Um, what staffing agency do you work for? Crown Staffing. Okay. And then what are the last four of your Social? 5049. And your first and last name, please? Brandon Sears. For security purposes, could you please verify your full address and your date of birth for me? My date of birth is 01/28/1992. And, um, I think you guys have my old address, which is 3634 Talbert Avenue. And then what was that city and state? St. Louis, Missouri. Okay. And then, um, is your phone number still 314-651-2352? Yes. Okay. And then I have bmsears1992@gmail.com. Is that up to date? Yep. Okay. Okay, so in the last 30 days, have you recently experienced like a loss of benefit, gotten married, divorced, had a baby, or adopted? No. No. Um, so at the time, I wouldn't be able to add, um, any plans because it looks like you're currently outside your personal open enrollment period, which are the first 30 days of receiving your very first check, and then the second period that you would be eligible w- is within company open enrollment, which I can check real quick to see when they are within their company open enrollment. Those are the only times you're really eligible to enroll into the benefits. Um, for them, it looks like... Let me check to see. For Crown. Oh, no. Okay. Uh, so you, you just missed it. It was actually, um- Oh. ... between the dates of December the 2nd up until January the 3rd. So that means their next company open enrollment is next December. Well, that's bad news. Oh, I'm so sorry. That's okay. Well, thank you very much. I appreciate your help. You're welcome. Have a nice day, sir. All right. You too. Bye.

Conversation Format

Speaker speaker_0: 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?

Speaker speaker_1: Hi, my name is Brandon Sears. Um, I was just, uh, interested in getting dental insurance.

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

Speaker speaker_1: Crown Staffing.

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

Speaker speaker_1: 5049.

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

Speaker speaker_1: Brandon Sears.

Speaker speaker_0: For security purposes, could you please verify your full address and your date of birth for me?

Speaker speaker_1: My date of birth is 01/28/1992. And, um, I think you guys have my old address, which is 3634 Talbert Avenue.

Speaker speaker_0: And then what was that city and state?

Speaker speaker_1: St. Louis, Missouri.

Speaker speaker_0: Okay. And then, um, is your phone number still 314-651-2352?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then I have bmsears1992@gmail.com. Is that up to date?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Okay, so in the last 30 days, have you recently experienced like a loss of benefit, gotten married, divorced, had a baby, or adopted?

Speaker speaker_1: No.

Speaker speaker_0: No. Um, so at the time, I wouldn't be able to add, um, any plans because it looks like you're currently outside your personal open enrollment period, which are the first 30 days of receiving your very first check, and then the second period that you would be eligible w- is within company open enrollment, which I can check real quick to see when they are within their company open enrollment. Those are the only times you're really eligible to enroll into the benefits. Um, for them, it looks like... Let me check to see. For Crown. Oh, no. Okay. Uh, so you, you just missed it. It was actually, um-

Speaker speaker_1: Oh.

Speaker speaker_0: ... between the dates of December the 2nd up until January the 3rd. So that means their next company open enrollment is next December.

Speaker speaker_1: Well, that's bad news.

Speaker speaker_0: Oh, I'm so sorry.

Speaker speaker_1: That's okay. Well, thank you very much. I appreciate your help.

Speaker speaker_0: You're welcome. Have a nice day, sir.

Speaker speaker_1: All right. You too. Bye.