

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 200. My name is Stephanie. How can I assist you? Uh, yes, I was calling about the benefits, um, through TRC Staffing, and I wanted to sign up. Okay, how can I help you? Gotcha. I want to sign up- And what are the last four of your... What is the last four, social? Uh, 7491. And then your first and last name, please. Janella O'Brien. For security purposes, I do need you to verify your full address and your full date of birth. 3499 Newberry Downs Lane, Decatur, Georgia, 33410, 2474. Is your phone number still 587-3079? Yes. And then I have o.@yahoo.com. Is that to date? Yeah. Okay. Um, in the last 30 days, have you experienced a loss of benefit, gotten married, divorced, had a baby or adopted? No. Wouldn't be able to enroll you because you're currently outside your personal open enrollment period, which are the first 30 days of you receiving your first check. And then the company is not within company open enrollment. But I could verify to see when their next company open enrollment period is. And if it's coming up, I'll let you know as well. Um, give me one second, let me verify real quick when that is. Okay. They told me I have to, um, get it within the first 30 days of me, um, being hired. So it's actually the first 30 days of you receiving your first check. Um, and then it looks- Well, I just received my first check, uh, yesterday. So, I have a different hire date on file. Give me one second, let me verify. So it looks like your last day of your personal open enrollment period was on the 6th of December. That would have been the last day, um, that you would have to enroll. That's the first period, and then the next period they considered within company open enrollment. That's done annually- Okay. ... with the agencies. But I'ma verify to see when that is for their staffing agency. All right. Ooh, and it looks like for TRC it was in the month of September up until October. Oh, okay. Yes, ma'am. Oh, I'm sorry. So you would have to wait- So when is the next one? Um, between the month of September and the month of October. I know you would have- Oh, it's in September? Correct. It was between September 23rd up until October 16. So it may be one or two days before or after those days of this year. Oh, okay. It's typically done in the same month. So they're not doing open enrollment till September of 25? Correct. Okay. Well, I don't know why they said I could call this number to get, uh, benefits. Because I was hired on- We are not able to assist you, sir. I was hired on at a different company. Yeah, and we go based off what we have, if I'm completely honest. And it looks like your, um, personal open enrollment, it just kinda passed not too long ago, because your last day to enroll would have been December 6th. Hmm, oh, okay. Okay. Well, thank you. You're welcome. Have a nice day. All right, 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 200. My name is Stephanie. How can I assist you?

Speaker speaker_2: Uh, yes, I was calling about the benefits, um, through TRC Staffing, and I wanted to sign up.

Speaker speaker_1: Okay, how can I help you? Gotcha.

Speaker speaker_2: I want to sign up-

Speaker speaker_1: And what are the last four of your... What is the last four, social?

Speaker speaker_2: Uh, 7491.

Speaker speaker_1: And then your first and last name, please.

Speaker speaker_2: Janella O'Brien.

Speaker speaker_1: For security purposes, I do need you to verify your full address and your full date of birth.

Speaker speaker_2: 3499 Newberry Downs Lane, Decatur, Georgia, 33410, 2474.

Speaker speaker_1: Is your phone number still 587-3079?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have o.@yahoo.com. Is that to date?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, in the last 30 days, have you experienced a loss of benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker_2: No.

Speaker speaker_1: Wouldn't be able to enroll you because you're currently outside your personal open enrollment period, which are the first 30 days of you receiving your first check. And then the company is not within company open enrollment. But I could verify to see when their next company open enrollment period is. And if it's coming up, I'll let you know as well. Um, give me one second, let me verify real quick when that is.

Speaker speaker_2: Okay. They told me I have to, um, get it within the first 30 days of me, um, being hired.

Speaker speaker_1: So it's actually the first 30 days of you receiving your first check. Um, and then it looks-

Speaker speaker_2: Well, I just received my first check, uh, yesterday.

Speaker speaker_1: So, I have a different hire date on file. Give me one second, let me verify. So it looks like your last day of your personal open enrollment period was on the 6th of

December. That would have been the last day, um, that you would have to enroll. That's the first period, and then the next period they considered within company open enrollment. That's done annually-

Speaker speaker_2: Okay.

Speaker speaker_1: ... with the agencies. But I'ma verify to see when that is for their staffing agency.

Speaker speaker_2: All right.

Speaker speaker_1: Ooh, and it looks like for TRC it was in the month of September up until October.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yes, ma'am. Oh, I'm sorry. So you would have to wait-

Speaker speaker_2: So when is the next one?

Speaker speaker_1: Um, between the month of September and the month of October. I know you would have-

Speaker speaker_2: Oh, it's in September?

Speaker speaker_1: Correct. It was between September 23rd up until October 16. So it may be one or two days before or after those days of this year.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: It's typically done in the same month.

Speaker speaker_2: So they're not doing open enrollment till September of 25?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. Well, I don't know why they said I could call this number to get, uh, benefits. Because I was hired on-

Speaker speaker_1: We are not able to assist you, sir.

Speaker speaker_2: I was hired on at a different company.

Speaker speaker_1: Yeah, and we go based off what we have, if I'm completely honest. And it looks like your, um, personal open enrollment, it just kinda passed not too long ago, because your last day to enroll would have been December 6th.

Speaker speaker_2: Hmm, oh, okay. Okay. Well, thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: All right, you, too.