

## Transcript: Estefania

**Acevedo-6693744181460992-4591419832877056**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. My name is Stephanie. How can I assist you? Hi, Destiny. I am... My name is Rodina Valcourt. And I am calling because c- I'm working for Surge, but I canceled my insurance through Surge because they never sent me a card, um, accord, but I would like to re-enroll again. I don't know how can you help me? Okay. Um, so I have to see if you're eligible for that. I need to get in your file. What are the last four of your social? 8054. Okay, thank you. And then, what's your last name? Valcourt, V-A-L-C-O-U-R-T. Okay, thank you. For security purposes, can you verify your full address as well as your date of birth? Real address. That's that. Yes, she does. It's gonna be ... Give me a moment. Mm-hmm. I can't really remember, uh, the address, but it was Powell Avenue or something, because- Okay. ... they changed my address recently. So, if you don't remember it, you're welcome to give me your full social. Okay, give me a moment. He looks so good. You look... But I think it's I'm still here. Give me a moment. Okay. 8042 958054. Can I have... Hello? Nothing, his name is Brian. Hello? This is actually Rodina. Mm-hmm. It's Rodina. Hello? Would you like me to update your address? Hello? I am giving you the full social now. Yes, but what I mean is, do you want me to update your address? Yes, please. Okay, what is it? 3510 Senato Court, Columbus, Ohio 43204. And then, Columbus, Ohio? Mm-hmm. 43204. She's blocking. Yeah. Stay home. Yeah. Because ■cause she's usually already doing all the driving. No. No. Please tell me more about this. What time is it? No. This is different time. Yeah. ■Cause I've been there. I don't know. Never? You go home right now. Why I'm... Yeah, just call me. Is your... Oh, and then can you verify your date of birth for me? It's July 30...Mm-hmm. Can you hear me? Hello. Yes. It's July 31st. Yes, it is. Mm-hmm. 90... 1997. Okay, thank you. Is your phone number the 614-649-1315? Yes. Okay. And then I have your n- your first name, avalcourt@gmail.com as your email file. Is that still up to date? Yes. Okay. Um, how- how long ago have you been with them? For- With Surge. Mm-hmm. Uh, I can't remember, but it's first couple months. Okay. So in the last 30 months, have you experienced a loss of benefit, gotten married, divorced, had a baby, or adopted in the last 30 days? No. No? Okay, so at the moment, I won't be able to enroll you into any benefits because to enroll and be eligible, you either have to be within your personal open enrollment period, which means 30 days after receiving your first check, or you have to be within the company's open enrollment period, which for Surge Staffing was around the month of August. Um, so at the time, you wouldn't qualify to enroll into any benefits. You would have to wait till the next company open enrollment period. And like I said earlier, for Surge Staffing, it's in the month of August. Oh, okay. This is the only way? Yes, ma'am. So you would either have to be within your personal open enrollment period, which is the first 30 days after receiving your first check, or be within the company's open enrollment period, which for Surge is in August. Those are the only two

times that you're eligible to enroll into healthcare benefits through your staffing agency. Okay. Thank you. You're welcome. Have a nice day. You too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Destiny. I am... My name is Rodina Valcourt. And I am calling because c- I'm working for Surge, but I canceled my insurance through Surge because they never sent me a card, um, accord, but I would like to re-enroll again. I don't know how can you help me?

Speaker speaker\_0: Okay. Um, so I have to see if you're eligible for that. I need to get in your file. What are the last four of your social?

Speaker speaker\_1: 8054.

Speaker speaker\_0: Okay, thank you. And then, what's your last name?

Speaker speaker\_1: Valcourt, V-A-L-C-O-U-R-T.

Speaker speaker\_0: Okay, thank you. For security purposes, can you verify your full address as well as your date of birth?

Speaker speaker\_1: Real address.

Speaker speaker\_2: That's that.

Speaker speaker\_1: Yes, she does.

Speaker speaker\_2: It's gonna be ...

Speaker speaker\_1: Give me a moment.

Speaker speaker\_2: Mm-hmm. I can't really remember, uh, the address, but it was Powell Avenue or something, because-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... they changed my address recently.

Speaker speaker\_0: So, if you don't remember it, you're welcome to give me your full social.

Speaker speaker\_1: Okay, give me a moment.

Speaker speaker\_2: He looks so good. You look... But I think it's

Speaker speaker\_1: I'm still here. Give me a moment.

Speaker speaker\_3: Okay.

Speaker speaker\_1: 8042 958054.

Speaker speaker\_4: Can I have...

Speaker speaker\_1: Hello?

Speaker speaker\_4: Nothing, his name is Brian.

Speaker speaker\_1: Hello?

Speaker speaker\_2: This is actually Rodina.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: It's Rodina.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Would you like me to update your address? Hello?

Speaker speaker\_1: I am giving you the full social now.

Speaker speaker\_0: Yes, but what I mean is, do you want me to update your address?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: Okay, what is it?

Speaker speaker\_1: 3510 Senato Court, Columbus, Ohio 43204.

Speaker speaker\_0: And then, Columbus, Ohio?

Speaker speaker\_1: Mm-hmm. 43204.

Speaker speaker\_2: She's blocking.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Stay home. Yeah. Because ■cause she's usually already doing all the driving. No. No. Please tell me more about this. What time is it? No. This is different time. Yeah. ■Cause I've been there. I don't know. Never? You go home right now. Why I'm... Yeah, just call me.

Speaker speaker\_0: Is your... Oh, and then can you verify your date of birth for me?

Speaker speaker\_1: It's July 30...

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_5: Can you hear me?

Speaker speaker\_0: Hello.

Speaker speaker\_5: Yes. It's July 31st.

Speaker speaker\_0: Yes, it is. Mm-hmm.

Speaker speaker\_5: 90... 1997.

Speaker speaker\_0: Okay, thank you. Is your phone number the 614-649-1315?

Speaker speaker\_5: Yes.

Speaker speaker\_0: Okay. And then I have your n- your first name, avalcourt@gmail.com as your email file. Is that still up to date?

Speaker speaker\_5: Yes.

Speaker speaker\_0: Okay. Um, how- how long ago have you been with them?

Speaker speaker\_5: For-

Speaker speaker\_0: With Surge. Mm-hmm.

Speaker speaker\_5: Uh, I can't remember, but it's first couple months.

Speaker speaker\_0: Okay. So in the last 30 months, have you experienced a loss of benefit, gotten married, divorced, had a baby, or adopted in the last 30 days?

Speaker speaker\_5: No.

Speaker speaker\_0: No? Okay, so at the moment, I won't be able to enroll you into any benefits because to enroll and be eligible, you either have to be within your personal open enrollment period, which means 30 days after receiving your first check, or you have to be within the company's open enrollment period, which for Surge Staffing was around the month of August. Um, so at the time, you wouldn't qualify to enroll into any benefits. You would have to wait till the next company open enrollment period. And like I said earlier, for Surge Staffing, it's in the month of August.

Speaker speaker\_5: Oh, okay. This is the only way?

Speaker speaker\_0: Yes, ma'am. So you would either have to be within your personal open enrollment period, which is the first 30 days after receiving your first check, or be within the company's open enrollment period, which for Surge is in August. Those are the only two times that you're eligible to enroll into healthcare benefits through your staffing agency.

Speaker speaker\_5: Okay. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_5: You too.