

## Transcript: Francesca

**Baez-4992578749120512-4609369083396096**

### Full Transcript

Thank you for calling Benefits 10 00, crime. My name is Francesca. How can I assist you today? Yes, how are you doing there? I just received a text message that said, uh, "Open enrollment starts today for, uh, Superior Skilled Trades." For the Care what, I'm sorry? Uh, yes, I have insurance through, uh, Superior Skilled Trades. Ma'am? Yes, sir. Bear with me one moment. Yes, sir. So your company has their open enrollment period, which started today, the 28th all the way to May 31st. That just means that if you have not enrolled into coverage with them, you're currently eligible to do so, as well as the fact that if you wanted to do any policy changes, this will be the time to do it. Okay, so will the previous insurance roll over to, to y'all's insurance or...? To our understanding, yes. I feel like I can take a look into your account to make sure. Okay. Okay, what are the last four of your Social? 2051. And the last name? Smith. Is there a family address and date of birth? Yes, uh, 4404 Montgomery Boulevard, uh, Southeast, I'm sorry, Northeast, um, Boulevard Northeast, um, Bradley, New Mexico, 87009. I have a separate, uh, different address on file. A different... One second. I don't know why... Is it a, is it a Texas address? Uh, no, sir. It's in New Mexico, correct? No, sir. It shows that you've spoken with us last Friday, 25th, and switched the address to a different one. Okay, so it should be 10014 South Sam Houston Parkway West, Houston, Texas, 77071. No, sir. We have a different file, I mean, address on file. Sorry. Why is that? I don't understand that. Oh, I'm sorry. Okay, okay, okay. It's the, it's the new apartment I moved into. I'm sorry about that. It's 1160 Damonte, Damonte Ranch Parkway, Reno, Nevada, 89521. Sorry about that. That's all right. And then what is the date of birth? 3-1-87. I have best contact 281-818-0554. Yes, ma'am. And we have your email down as jamalsmith1987@gmail.com. Yes, ma'am. All right. So it does show here that, per the information provided by your staffing company, you are pending enrollment for medical, dental and vision for employee only. Yes. All right. So all that's left to do is just for their system to finish processing your enrollment with us. It will be 46,000.49 per paycheck being deducted out of your pay stub. So once you see that first deduction, following Monday will be when this policy becomes effective. And Friday of that activation week, they'll send out those benefit cards for you. Okay, but it won't be affecting me until the 31st of next month. Is that correct? So that's 30- Or will it be effective next Monday? All right. So in our system it shows that all of the enrollments are being processed from the transition as well as from the open enrollment period will be effective May 5th, 2025. May 5th, okay. So it'd be, 5th of May is on a... Monday. It's on a Monday, so it'd be, okay, so okay. Mm-hmm. So technically it will be next Monday. So, so, so next Monday, next Monday, okay. Mm-hmm. All right. Thank you, ma'am. Of course. Was there anything else we can assist you with today? No, ma'am. Thank you very much for your help. Of course, it was my pleasure. I hope you have a wonderful rest of your day. You too now. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits 10 00, crime. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, how are you doing there? I just received a text message that said, uh, "Open enrollment starts today for, uh, Superior Skilled Trades."

Speaker speaker\_0: For the Care what, I'm sorry?

Speaker speaker\_1: Uh, yes, I have insurance through, uh, Superior Skilled Trades. Ma'am?

Speaker speaker\_0: Yes, sir. Bear with me one moment. Yes, sir. So your company has their open enrollment period, which started today, the 28th all the way to May 31st. That just means that if you have not enrolled into coverage with them, you're currently eligible to do so, as well as the fact that if you wanted to do any policy changes, this will be the time to do it.

Speaker speaker\_1: Okay, so will the previous insurance roll over to, to y'all's insurance or...?

Speaker speaker\_0: To our understanding, yes. I feel like I can take a look into your account to make sure.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, what are the last four of your Social?

Speaker speaker\_1: 2051.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Smith.

Speaker speaker\_0: Is there a family address and date of birth?

Speaker speaker\_1: Yes, uh, 4404 Montgomery Boulevard, uh, Southeast, I'm sorry, Northeast, um, Boulevard Northeast, um, Bradley, New Mexico, 87009.

Speaker speaker\_0: I have a separate, uh, different address on file.

Speaker speaker\_1: A different... One second. I don't know why... Is it a, is it a Texas address?

Speaker speaker\_0: Uh, no, sir.

Speaker speaker\_1: It's in New Mexico, correct?

Speaker speaker\_0: No, sir. It shows that you've spoken with us last Friday, 25th, and switched the address to a different one.

Speaker speaker\_1: Okay, so it should be 10014 South Sam Houston Parkway West, Houston, Texas, 77071.

Speaker speaker\_0: No, sir. We have a different file, I mean, address on file. Sorry.

Speaker speaker\_1: Why is that? I don't understand that. Oh, I'm sorry. Okay, okay, okay. It's the, it's the new apartment I moved into. I'm sorry about that. It's 1160 Damonte, Damonte Ranch Parkway, Reno, Nevada, 89521. Sorry about that.

Speaker speaker\_0: That's all right. And then what is the date of birth?

Speaker speaker\_1: 3-1-87.

Speaker speaker\_0: I have best contact 281-818-0554.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And we have your email down as jamalsmith1987@gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right. So it does show here that, per the information provided by your staffing company, you are pending enrollment for medical, dental and vision for employee only.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So all that's left to do is just for their system to finish processing your enrollment with us. It will be 46,000.49 per paycheck being deducted out of your pay stub. So once you see that first deduction, following Monday will be when this policy becomes effective. And Friday of that activation week, they'll send out those benefit cards for you.

Speaker speaker\_1: Okay, but it won't be affecting me until the 31st of next month. Is that correct?

Speaker speaker\_0: So that's 30-

Speaker speaker\_1: Or will it be effective next Monday? All right.

Speaker speaker\_0: So in our system it shows that all of the enrollments are being processed from the transition as well as from the open enrollment period will be effective May 5th, 2025.

Speaker speaker\_1: May 5th, okay. So it'd be, 5th of May is on a...

Speaker speaker\_0: Monday.

Speaker speaker\_1: It's on a Monday, so it'd be, okay, so okay.

Speaker speaker\_0: Mm-hmm. So technically it will be next Monday.

Speaker speaker\_1: So, so, so next Monday, next Monday, okay.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. Thank you, ma'am.

Speaker speaker\_0: Of course. Was there anything else we can assist you with today?

Speaker speaker\_1: No, ma'am. Thank you very much for your help.

Speaker speaker\_0: Of course, it was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker\_1: You too now. Thank you.

Speaker speaker\_0: Bye-bye.