

Transcript: Franchesca

Baez-6261270303653888-5429785707331584

Full Transcript

Thank you for calling Benefits 10-0-24, my name is Francesca. How can I assist you today? Uh, yeah. So, uh, I'm trying to register for, like, the benefits. What staffing company do you work with? Uh, uh, I work for, um, uh, uh, Verstella. What are the last four of your Social? It's, uh, one six, uh, five four. And your last name? Uh, Almanza. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Okay. Uh, uh, so the mailing address is, um, uh, 1532, uh, South Nessing Street. Uh, then the birthday is, uh, 12/18/1993. May I have the best phone number to reach you down as 720-930-8537? Yep. Can we show your email down- Yep. ... as your last name 5280@gmail.com? Yep. Within the last 30 days, did you lose coverage with any other company that you had insurance with? Uh, no. Okay. The reason why I ask, sir, is because your personal enrollment period has already ended as of April 2nd, 2025. So currently, you're not eligible for enrollment. You will have to wait for the company to hold their open enrollment period, which unfortunately- Uh- ... will not be till the end of the year, December. End of the year, December? Oh, well, actually, I was not working. I actually... Well, actually not... Uh, um, I think I did actually have benefits and then they, uh, fucking canceled them. No, sir. You never had any coverage with Verstella or any request for enrollment with Verstella that we have. No. Okay. So I have to wait a year? Yes, sir. You have to wait all the way to December. All right then. Thank you. My pleasure. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-0-24, my name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yeah. So, uh, I'm trying to register for, like, the benefits.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, uh, I work for, um, uh, uh, Verstella.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: It's, uh, one six, uh, five four.

Speaker speaker_0: And your last name?

Speaker speaker_1: Uh, Almanza.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: Okay. Uh, uh, so the mailing address is, um, uh, 1532, uh, South Nessing Street. Uh, then the birthday is, uh, 12/18/1993.

Speaker speaker_0: May I have the best phone number to reach you down as 720-930-8537?

Speaker speaker_1: Yep.

Speaker speaker_0: Can we show your email down-

Speaker speaker_2: Yep.

Speaker speaker_0: ... as your last name 5280@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Within the last 30 days, did you lose coverage with any other company that you had insurance with?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Okay. The reason why I ask, sir, is because your personal enrollment period has already ended as of April 2nd, 2025. So currently, you're not eligible for enrollment. You will have to wait for the company to hold their open enrollment period, which unfortunately-

Speaker speaker_1: Uh-

Speaker speaker_0: ... will not be till the end of the year, December.

Speaker speaker_1: End of the year, December? Oh, well, actually, I was not working. I actually... Well, actually not... Uh, um, I think I did actually have benefits and then they, uh, fucking canceled them.

Speaker speaker_0: No, sir. You never had any coverage with Verstella or any request for enrollment with Verstella that we have.

Speaker speaker_1: No. Okay. So I have to wait a year?

Speaker speaker_0: Yes, sir. You have to wait all the way to December.

Speaker speaker_1: All right then. Thank you.

Speaker speaker_0: My pleasure. Have a great day.