

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hello, my name is Aaron Murphy, and I'm an, uh, employee, uh, an employee with Versella Staffing. Um, I was wondering, how do I go about setting up benefits? Um, my recruiter gave me this number, and she told me to give as a call. Yeah. So Versella, uh, what's the last four of your Social? Uh, two, zero, nine, four. You said Aaron Murphy? Yes, sir. All right, and for security purposes, could you verify your home address, including city, state and zip code? Yeah. 584 Northeast 25th Street, Gresham, Oregon 97030. And your date of birth? March 19th of '92. And a good telephone number have is 503-793-5791. Yes, sir. And the email I have is aaronisaiah.92@gmail. Yep. Okay, and quick question. When did you start with Terra Staffing, or Versella? I believe my start date was December 30th. December 30th? Okay. And did you receive your first paycheck around January 17th? Yeah. Okay. So I do know you had 30 days from that date to be enrolled into benefits, 'cause that's considered your personal open enrollment period. Um, it is now April 11th, so we are outside of that open enrollment period. So unfortunately, I wouldn't be able to enroll you right now, unless you experienced a qualified life event, or if you were in Versella's next open enrollment period. Okay. Um, I just, um, got like a work-related injury, um, as well, because no one, no one told me about signing up for benefits, no one, like, informed me. Like, my recruiter didn't inform me at all on how to- Um. ... move our benefits. Well, it was in your onboarding paperwork when you signed up for Versella. Mm-mm. Okay. I guess you never went over that with me. Okay. Um, all righty. Well... Hmm. Is there anything else I can assist you with today, Aaron? Oh, no, that's it. Thank you. You're welcome. You have a great weekend, okay? All right. Bye. All right, goodbye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_1: Hello, my name is Aaron Murphy, and I'm an, uh, employee, uh, an employee with Versella Staffing. Um, I was wondering, how do I go about setting up benefits? Um, my recruiter gave me this number, and she told me to give as a call.

Speaker speaker_0: Yeah. So Versella, uh, what's the last four of your Social?

Speaker speaker_1: Uh, two, zero, nine, four.

Speaker speaker_0: You said Aaron Murphy?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, and for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Yeah. 584 Northeast 25th Street, Gresham, Oregon 97030.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 19th of '92.

Speaker speaker_0: And a good telephone number have is 503-793-5791.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is aaronisaiah.92@gmail.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, and quick question. When did you start with Terra Staffing, or Versella?

Speaker speaker_1: I believe my start date was December 30th.

Speaker speaker_0: December 30th? Okay. And did you receive your first paycheck around January 17th?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So I do know you had 30 days from that date to be enrolled into benefits, 'cause that's considered your personal open enrollment period. Um, it is now April 11th, so we are outside of that open enrollment period. So unfortunately, I wouldn't be able to enroll you right now, unless you experienced a qualified life event, or if you were in Versella's next open enrollment period.

Speaker speaker_1: Okay. Um, I just, um, got like a work-related injury, um, as well, because no one, no one told me about signing up for benefits, no one, like, informed me. Like, my recruiter didn't inform me at all on how to-

Speaker speaker_0: Um.

Speaker speaker_1: ... move our benefits.

Speaker speaker_0: Well, it was in your onboarding paperwork when you signed up for Versella.

Speaker speaker_1: Mm-mm. Okay. I guess you never went over that with me. Okay. Um, all righty. Well... Hmm.

Speaker speaker_0: Is there anything else I can assist you with today, Aaron?

Speaker speaker_1: Oh, no, that's it. Thank you.

Speaker speaker_0: You're welcome. You have a great weekend, okay?

Speaker speaker_1: All right. Bye.

Speaker speaker_0: All right, goodbye.

Speaker speaker_1: Bye-bye.