

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hello. I was told that I needed, uh, uh... today is my last day to file for my benefits. Okay. What's the staffing agency you work for? Terra Staffing. And the last four of your social? 9548. And what was your first and last name? Giovanni Ortiz. And for security purposes, can you verify the home address, including city, state and zip code? 6611 E. Harrison, Chandler, Arizona 85225. And your date of birth? 01/20/98. And a good telephone number has a 602-576-3006? Yeah. And the email has gioortiz461 at gmail? Yep. Okay. Uh, now, did you have an idea of what you wanted to be enrolled into, or no? Uh, I don't, but do I have to do the, um, submit it? 'Cause I already have insurance with Mm-hmm. I was gonna see, do I have to get the insurance? Um, it's totally up to you. But if you have insurance elsewhere, I mean, I can opt you out of benefits offered through Terra. Okay. Um, I'll probably... And say, later on, can I... Would I be able to do it or no? Um, no. After your 30-day personal open enrollment period, you would either have to wait until company open enrollment period, which is usually yearly, or wait... or experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Okay. Yeah, uh, I'll probably just won't do the, the insurance. Okay. So I'll go ahead and opt you out for now, but is there anything else I could help you out with today, Giovanni? Um, is there anything else that I have to enroll? Like, they said something about, um, my, like, pay days or something, or vacation days? Uh, no. I would reach back out to them regarding that information, 'cause we only deal with their health insurance, like, benefits. Oh, okay. Okay, thank you. That'd be it. You're welcome. You have a wonderful weekend, okay? You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. I was told that I needed, uh, uh... today is my last day to file for my benefits.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Terra Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 9548.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Giovanni Ortiz.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker_2: 6611 E. Harrison, Chandler, Arizona 85225.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 01/20/98.

Speaker speaker_1: And a good telephone number has a 602-576-3006?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email has gioortiz461 at gmail?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. Uh, now, did you have an idea of what you wanted to be enrolled into, or no?

Speaker speaker_2: Uh, I don't, but do I have to do the, um, submit it? 'Cause I already have insurance with

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: I was gonna see, do I have to get the insurance?

Speaker speaker_1: Um, it's totally up to you. But if you have insurance elsewhere, I mean, I can opt you out of benefits offered through Terra.

Speaker speaker_2: Okay. Um, I'll probably... And say, later on, can I... Would I be able to do it or no?

Speaker speaker_1: Um, no. After your 30-day personal open enrollment period, you would either have to wait until company open enrollment period, which is usually yearly, or wait... or experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker_2: Okay. Yeah, uh, I'll probably just won't do the, the insurance.

Speaker speaker_1: Okay. So I'll go ahead and opt you out for now, but is there anything else I could help you out with today, Giovanni?

Speaker speaker_2: Um, is there anything else that I have to enroll? Like, they said something about, um, my, like, pay days or something, or vacation days?

Speaker speaker_1: Uh, no. I would reach back out to them regarding that information, 'cause we only deal with their health insurance, like, benefits.

Speaker speaker_2: Oh, okay. Okay, thank you. That'd be it.

Speaker speaker_1: You're welcome. You have a wonderful weekend, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.