

Transcript: Pamela

Blanc-5832616168570880-4762117581750272

Full Transcript

Thank you for calling the benefits 0000. This is 0000 speaking. How may I help you? Okay, good- hello? Yes? Yes, I'm calling to enroll in benefits with my employer. Who do you work for? Versella. Versella, give me one second and can I ask for the address of your social? 6120... . And your first and last name? Alicia Shackelford. Hello? For security reasons, and just to make sure we are in the correct file, we need to verify the complete address and date of birth. Okay. Uh, can you hear me? Yes. 173 Shackelford Avenue, Marion, Arkansas 72364, March 12th, 1992. Thank you for the information. We have a telephone number on-file, 901-582-0745. 589-0745? Yes, ma'am. Okay. So, uh, let's see. Unfortunately, uh, you are not a licensed employee. Open enrollment period has, the last day was back in... On the seventh was the last day. Say that again. On the seventh? The last day to use... Yeah, it was on the seventh. Well, well, wait. Say that again. You had 30 days to enroll in the benefits. Right. And the seventh of this month, it was your last day. Oh, so when do I have to wait? Like you told me, the benefits is open though. When do I have to wait? I could check when open enrollment was last year, and most likely this year will be at the, around the same time. Just bear with me, all right? Okay. They did open enrollment last year in December, and most likely it will be around the same time this year. Okay, thank you. Thank you for giving us a call. Have a great rest of the day.

Conversation Format

Speaker speaker_0: Thank you for calling the benefits 0000. This is 0000 speaking. How may I help you?

Speaker speaker_1: Okay, good- hello?

Speaker speaker_0: Yes?

Speaker speaker_1: Yes, I'm calling to enroll in benefits with my employer.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Versella.

Speaker speaker_0: Versella, give me one second and can I ask for the address of your social?

Speaker speaker_1: 6120... .

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Alicia Shackleford. Hello?

Speaker speaker_0: For security reasons, and just to make sure we are in the correct file, we need to verify the complete address and date of birth.

Speaker speaker_1: Okay. Uh, can you hear me?

Speaker speaker_0: Yes.

Speaker speaker_1: 173 Shackleford Avenue, Marion, Arkansas 72364, March 12th, 1992.

Speaker speaker_0: Thank you for the information. We have a telephone number on-file, 901-582-0745.

Speaker speaker_1: 589-0745?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: So, uh, let's see. Unfortunately, uh, you are not a licensed employee. Open enrollment period has, the last day was back in... On the seventh was the last day.

Speaker speaker_1: Say that again. On the seventh?

Speaker speaker_0: The last day to use... Yeah, it was on the seventh.

Speaker speaker_1: Well, well, wait. Say that again.

Speaker speaker_0: You had 30 days to enroll in the benefits.

Speaker speaker_1: Right.

Speaker speaker_0: And the seventh of this month, it was your last day.

Speaker speaker_1: Oh, so when do I have to wait? Like you told me, the benefits is open though. When do I have to wait?

Speaker speaker_0: I could check when open enrollment was last year, and most likely this year will be at the, around the same time. Just bear with me, all right?

Speaker speaker_1: Okay.

Speaker speaker_0: They did open enrollment last year in December, and most likely it will be around the same time this year.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.