

## Transcript: Pearl

**Rojas-4886139368423424-6365560952635392**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hidalgo. Who else am I speaking with? Um, Alexia Thomas. And how can I assist you, Ms. Thomas? Um, I was just... I was trying to do the HealthFit for TRC but it's saying, um, that it's an error or something like that. Okay. Or it's not allowed, enrollment not allowed. Okay, I could definitely take a look for you. You said TRC staffing, correct? Yes, ma'am. And what are the last four digits of your Social? 7728. You can create a password by moving the 4. All righty. And if you can confirm your address and date of birth. Um, yes, my date of birth 09-08-2004. Address, 17 Creek Way, Apartment 13E. You can add an address. Mm-hmm, that's right. Yeah. Okay, and the... And the city and state? So... I'm sorry? The city and state? Oh, Columbia, Georgia. Okay, and you said that was 17 Creek Way, Apartment 13E? Yes, ma'am. Okay. And I have your phone number at 706-987-3619? Yes, ma'am. And I have your email address as lexiethomas940@gmail.com? Yes, ma'am. Okay, let me take a look here. Okay. So, there's only two time frames when you can enroll in coverage. Um, the first time frame is within 30 days of receiving your first paycheck, which for you has passed. Mm-hmm. Yes, ma'am. And then the next time is during company open enrollment, which for TRC... Let me take a look when that is. Okay. TRC's open enrollment is around the end of September, so that has passed as well. Oh, okay. Yeah, the only other time you would be able to enroll in coverage is if, like, you had involuntary loss of coverage elsewhere, um, turned the age of 18, marriage, divorce, birth of a child, adoption of a child, something like that. Okay. Um, OK, thank you. OK, is there anything else I can assist with? No, girl, not at all. Thank you so much for calling. Have a good day. Mm-hmm. Bye now.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hidalgo. Who else am I speaking with?

Speaker speaker\_2: Um, Alexia Thomas.

Speaker speaker\_1: And how can I assist you, Ms. Thomas?

Speaker speaker\_2: Um, I was just... I was trying to do the HealthFit for TRC but it's saying, um, that it's an error or something like that.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Or it's not allowed, enrollment not allowed.

Speaker speaker\_1: Okay, I could definitely take a look for you. You said TRC staffing, correct?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And what are the last four digits of your Social?

Speaker speaker\_2: 7728.

Speaker speaker\_3: You can create a password by moving the 4.

Speaker speaker\_2: All righty.

Speaker speaker\_1: And if you can confirm your address and date of birth.

Speaker speaker\_2: Um, yes, my date of birth 09-08-2004. Address, 17 Creek Way, Apartment 13E.

Speaker speaker\_3: You can add an address. Mm-hmm, that's right. Yeah.

Speaker speaker\_1: Okay, and the... And the city and state?

Speaker speaker\_2: So... I'm sorry?

Speaker speaker\_1: The city and state?

Speaker speaker\_2: Oh, Columbia, Georgia.

Speaker speaker\_1: Okay, and you said that was 17 Creek Way, Apartment 13E?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. And I have your phone number at 706-987-3619?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And I have your email address as [lexiethomas940@gmail.com](mailto:lexiethomas940@gmail.com)?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay, let me take a look here. Okay. So, there's only two time frames when you can enroll in coverage. Um, the first time frame is within 30 days of receiving your first paycheck, which for you has passed.

Speaker speaker\_2: Mm-hmm. Yes, ma'am.

Speaker speaker\_1: And then the next time is during company open enrollment, which for TRC... Let me take a look when that is.

Speaker speaker\_2: Okay.

Speaker speaker\_1: TRC's open enrollment is around the end of September, so that has passed as well.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Yeah, the only other time you would be able to enroll in coverage is if, like, you had involuntary loss of coverage elsewhere, um, turned the age of 18, marriage, divorce, birth of a child, adoption of a child, something like that.

Speaker speaker\_2: Okay. Um, OK, thank you.

Speaker speaker\_1: OK, is there anything else I can assist with?

Speaker speaker\_2: No, girl, not at all.

Speaker speaker\_1: Thank you so much for calling. Have a good day.

Speaker speaker\_2: Mm-hmm. Bye now.