

Transcript: Pearl

Rojas-5367242039279616-4677854993104896

Full Transcript

Good morning. Thank you for calling Benefits in a-- Card. My name is Pearl, who does the pleasure of speaking with? Hi, this is Nakia Haywood. How can I assist you? Yes, I was calling about the benefits. Okay, how can I assist you? In, um... Yes, I was trying to see if, um, I could enroll in it. Okay. What's the name of the staffing agency you work for? Um, HSS. And the last four digits of your Social? It's, um, let me see, 6980. And you can verify your address and date of birth? Yes. It's 12/07/2002. Mm-hmm. And your address? Yes. 2004 34th Avenue North, 35207 Birmingham, Alabama. Okay, and I have your phone number as 205-569-5457. Yes, that's correct. And I have your email address as nhaywood59@gmail.com. Yes, that's correct. Okay, taking a look here, you actually missed your deadline to enroll so you would have to wait for a company open enrollment which, for HSS, is... Is about the end of October. The end of October? Okay. So I have to re-, um, try to re-do it again in October? Yes, unless you involuntarily lost coverage elsewhere, um, you would have to wait until December. You said if I lost what? Coverage involuntarily elsewhere. We could prob- we can, uh, possibly submit paper work and get you enrolled that way but if you haven't lost coverage involuntarily elsewhere within the last 30 days, then you'll have to wait until the end of October. Okay. Yes, ma'am. Thank you. No problem. Thank you so much for calling in that day. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a-- Card. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: Hi, this is Nakia Haywood.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Yes, I was calling about the benefits.

Speaker speaker_0: Okay, how can I assist you?

Speaker speaker_1: In, um... Yes, I was trying to see if, um, I could enroll in it.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Um, HSS.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: It's, um, let me see, 6980.

Speaker speaker_0: And you can verify your address and date of birth?

Speaker speaker_1: Yes. It's 12/07/2002.

Speaker speaker_0: Mm-hmm. And your address?

Speaker speaker_1: Yes. 2004 34th Avenue North, 35207 Birmingham, Alabama.

Speaker speaker_0: Okay, and I have your phone number as 205-569-5457.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And I have your email address as nhaywood59@gmail.com.

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay, taking a look here, you actually missed your deadline to enroll so you would have to wait for a company open enrollment which, for HSS, is... Is about the end of October.

Speaker speaker_1: The end of October? Okay. So I have to re-, um, try to re-do it again in October?

Speaker speaker_0: Yes, unless you involuntarily lost coverage elsewhere, um, you would have to wait until December.

Speaker speaker_1: You said if I lost what?

Speaker speaker_0: Coverage involuntarily elsewhere. We could prob- we can, uh, possibly submit paper work and get you enrolled that way but if you haven't lost coverage involuntarily elsewhere within the last 30 days, then you'll have to wait until the end of October.

Speaker speaker_1: Okay. Yes, ma'am. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling in that day.

Speaker speaker_1: You too.