

Transcript: Pearl

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Full Transcript

Hi there. Thank you for calling Benefits in a Card. My name is Pearl. Who does Pleasure speaking with? Hi. Um, this is Charisse Johnson. And how can I assist you? I'm calling to see if I'm still eligible to sign up for benefits. Okay. What's the name of the staff agency you work for? It's, uh, ATC, Around The Clock Care. Okay. Yeah. And the last four digits of your Social? One, two, three, five. All righty. And I'm sorry, your name? Charisse Johnson. Johnson. Okay. And maybe you can verify your address and date of birth for me. 15520 Leahy Avenue, Bellflower, California 90706. Date of birth is 3-31-72. Okay, do I have your phone number as 429-9803? Yes. Can I have your email address at charisse72@gmail.com? Yes. Okay. So, you are no longer eligible to enroll. You would have to do that within 30 days of receiving your first paycheck. Or during company open enrollment. Oh my god. Oh my god. I wish I would have known that. I was so busy trying to get the job. Yeah. The job duties together. Oh. Uh, so, so, so the, the window is closed for me. I can't even... 'cause I signed another contract to do another assignment. Does that count? Do I... can I enroll when that contract pick up? No. So the only way it would- Oh my god. ... so your time would start over is if you had a break between assignments of 90 days. Oh. Oh, no. Yep. And then company open enrollment for ATC is the beginning of December. They didn't tell me that. They didn't... Aw. Okay. Well, I guess I should have paid more attention. So, nothing? I can't do nothing about it? Um, the only other way you'd be able to enroll is if you had like some... a qualified life event occur, which would be like something like, um, the birth of a child, adoption of a child, involuntary loss of coverage elsewhere. Um- I don't have any coverage anywhere. Yeah. Yeah. Oh man. Okay. What could I do but... Okay. Thank you. No problem. Thank you for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi there. Thank you for calling Benefits in a Card. My name is Pearl. Who does Pleasure speaking with?

Speaker speaker_1: Hi. Um, this is Charisse Johnson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I'm calling to see if I'm still eligible to sign up for benefits.

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

Speaker speaker_1: It's, uh, ATC, Around The Clock Care.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah.

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

Speaker speaker_1: One, two, three, five.

Speaker speaker_0: All righty. And I'm sorry, your name?

Speaker speaker_1: Charisse Johnson.

Speaker speaker_0: Johnson. Okay. And maybe you can verify your address and date of birth for me.

Speaker speaker_1: 15520 Leahy Avenue, Bellflower, California 90706. Date of birth is 3-31-72.

Speaker speaker_0: Okay, do I have your phone number as 429-9803?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address at charisse72@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, you are no longer eligible to enroll. You would have to do that within 30 days of receiving your first paycheck. Or during company open enrollment.

Speaker speaker_1: Oh my god. Oh my god. I wish I would have known that. I was so busy trying to get the job.

Speaker speaker_0: Yeah.

Speaker speaker_1: The job duties together. Oh. Uh, so, so the, the window is closed for me. I can't even... 'cause I signed another contract to do another assignment. Does that count? Do I... can I enroll when that contract pick up?

Speaker speaker_0: No. So the only way it would-

Speaker speaker_1: Oh my god.

Speaker speaker_0: ... so your time would start over is if you had a break between assignments of 90 days.

Speaker speaker_1: Oh. Oh, no.

Speaker speaker_0: Yep. And then company open enrollment for ATC is the beginning of December.

Speaker speaker_1: They didn't tell me that. They didn't... Aw. Okay. Well, I guess I should have paid more attention. So, nothing? I can't do nothing about it?

Speaker speaker_0: Um, the only other way you'd be able to enroll is if you had like some... a qualified life event occur, which would be like something like, um, the birth of a child, adoption of a child, involuntary loss of coverage elsewhere. Um-

Speaker speaker_1: I don't have any coverage anywhere.

Speaker speaker_0: Yeah. Yeah.

Speaker speaker_1: Oh man. Okay. What could I do but... Okay. Thank you.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: You too. Bye-bye.