

Transcript: Pearl

Rojas-5476539059978240-5928123732639744

Full Transcript

Hi, good afternoon. Thank you for calling Benefits 100. My name is Pearl, who does the pleasure of speaking with? Hey. How you doing? How can I help you? Hey. How you doing? Uh, yes. I want to, um... I'm calling about adding dental. Adding dental? Okay. And what's the name of the staff agency you work for? Uh, The Resource. I'm sorry, what was that? The Resource. The Resource. And the last four digits of your company- your... I'm sorry, your social. 2729. Okay. Yeah. And your name? Gervon Xaviera. Okay. And if you can confirm your address and date of birth. 1247 Dublin Drive, December the third, 1982. Okay. What's the city and state? Mythic Island, North Carolina. All righty. And I have your phone number as 336-995-8137. Yes. And I have your email address as your first name.your last name@gmail.com? Yes. Okay. And how long have you been working for The Resource? Uh, over a year. Okay. So there's only two time frames when you can enroll in coverage. The first time frame is within 30 days of receiving your first paycheck, which for you has passed, and the second time frame is during company open enrollment, which for The Resource is the beginning of November. Okay. Um, unless you've lost coverage involuntarily elsewhere or had a birth of a child, marriage, divorce, something like that, you'll have to wait until the beginning of December. Yeah. I got divorced. Was it in the last 30 days? No, I wasn't. Then you'll have to wait until the beginning of December. Okay. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits 100. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: Hey. How you doing?

Speaker speaker_0: How can I help you?

Speaker speaker_1: Hey. How you doing? Uh, yes. I want to, um... I'm calling about adding dental.

Speaker speaker_0: Adding dental? Okay. And what's the name of the staff agency you work for?

Speaker speaker_1: Uh, The Resource.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: The Resource.

Speaker speaker_0: The Resource. And the last four digits of your company- your... I'm sorry, your social.

Speaker speaker_1: 2729.

Speaker speaker_0: Okay. Yeah. And your name?

Speaker speaker_1: Gervon Xaviera.

Speaker speaker_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: 1247 Dublin Drive, December the third, 1982.

Speaker speaker_0: Okay. What's the city and state?

Speaker speaker_1: Mythic Island, North Carolina.

Speaker speaker_0: All righty. And I have your phone number as 336-995-8137.

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as your first name.your last name@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And how long have you been working for The Resource?

Speaker speaker_1: Uh, over a year.

Speaker speaker_0: Okay. So there's only two time frames when you can enroll in coverage. The first time frame is within 30 days of receiving your first paycheck, which for you has passed, and the second time frame is during company open enrollment, which for The Resource is the beginning of November.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, unless you've lost coverage involuntarily elsewhere or had a birth of a child, marriage, divorce, something like that, you'll have to wait until the beginning of December.

Speaker speaker_1: Yeah. I got divorced.

Speaker speaker_0: Was it in the last 30 days?

Speaker speaker_1: No, I wasn't.

Speaker speaker_0: Then you'll have to wait until the beginning of December.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for calling. You have a great day.