

Transcript: VICTORIA

Taylor-4689128131706880-6384367695347712

Full Transcript

Thank you for calling Benefits 24, this is Victoria. How can I help you? Hi there. Um, I was just wondering, so I went to go enroll into my benefits and it says that, um, I can't right now. Okay. What's the- Enrollment not allowed. Gotcha. What's the name of the agency you work for? BGSS. Okay. Um, are you a new hire with them? Yes. Okay, let me pull your file up. I'm not sure why it won't let you enroll online. Uh, what's the last four of your social? Uh, 1309. And your first and last name? Maria Nickerson. All righty, and then, uh, do you mind verifying your address and date of birth? Uh, 2900 22nd Avenue, Apartment 14, Forest Grove, 97116 and 9/19/01. And then phone number 503-877-0699? Yep. All right, and then email is first initial, last name, 2001 at gmail.com. Correct. Okay. Let's see. Yeah, it looks like you're eligible to enroll up until the 21st of February. So honestly, I'm not sure what's going on with the portal and, and why it won't let you. But do you know, um, what plans you're wanting to enroll into specifically? Um, I'm not entirely sure. Um, I just wanted to see what was going on there before I, like, looked more into it, just to see if, like, I could get benefits, you know? Yeah. Okay. Um, well, uh, uh, like I said, I'm not too sure what's going on with the online portal. Um, so you can definitely get enrolled with us over the phone or you can reach out to your employer and, uh, fill out an enrollment form. It might be- Mm-hmm. ... just easier to call us back and enroll over the phone. Um... Yeah. But do you need a copy of the benefits guide that kinda goes over all the plans being offered? No, I, I've got it in the portal. Okay. Um, so I'll, I can do that. All righty. Well, do you- All right. ... have anything other- Thank you so much. You have a wonderful day. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 24, this is Victoria. How can I help you?

Speaker speaker_1: Hi there. Um, I was just wondering, so I went to go enroll into my benefits and it says that, um, I can't right now.

Speaker speaker_0: Okay. What's the-

Speaker speaker_1: Enrollment not allowed.

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

Speaker speaker_1: BGSS.

Speaker speaker_0: Okay. Um, are you a new hire with them?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, let me pull your file up. I'm not sure why it won't let you enroll online. Uh, what's the last four of your social?

Speaker speaker_1: Uh, 1309.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Maria Nickerson.

Speaker speaker_0: All righty, and then, uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 2900 22nd Avenue, Apartment 14, Forest Grove, 97116 and 9/19/01.

Speaker speaker_0: And then phone number 503-877-0699?

Speaker speaker_1: Yep.

Speaker speaker_0: All right, and then email is first initial, last name, 2001 at gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Let's see. Yeah, it looks like you're eligible to enroll up until the 21st of February. So honestly, I'm not sure what's going on with the portal and, and why it won't let you. But do you know, um, what plans you're wanting to enroll into specifically?

Speaker speaker_1: Um, I'm not entirely sure. Um, I just wanted to see what was going on there before I, like, looked more into it, just to see if, like, I could get benefits, you know?

Speaker speaker_0: Yeah. Okay. Um, well, uh, uh, like I said, I'm not too sure what's going on with the online portal. Um, so you can definitely get enrolled with us over the phone or you can reach out to your employer and, uh, fill out an enrollment form. It might be-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... just easier to call us back and enroll over the phone. Um...

Speaker speaker_1: Yeah.

Speaker speaker_0: But do you need a copy of the benefits guide that kinda goes over all the plans being offered?

Speaker speaker_1: No, I, I've got it in the portal.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, so I'll, I can do that.

Speaker speaker_0: All righty. Well, do you-

Speaker speaker_1: All right.

Speaker speaker_0: ... have anything other-

Speaker speaker_1: Thank you so much.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.