

Transcript: VICTORIA

Taylor-5444329426173952-5962898140348416

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. My name is Makovi Jatov. Oh, okay. I want to enroll for... I don't know if it's closed or it's just open for short-term disability. Okay. What's the name of the agency you work for? The Resource. The Resource? Yes. And the last four of your Social? 5356. And your first and last name? Makov Jatov. Do you mind verifying your address and date of birth? 4309 Trinity Avenue, Apartment A, Greensboro, North Carolina 27407. And your date of birth? May 14th, 1990. Phone number is 336-409-5049? Yes. And then email is lastname.makovi2019 at gmail? Yes. Okay. Are you trying to add on short-term disability to your enrollment? Yes. Okay. Currently right now, you are outside of the company's open enrollment period so we're not able to add anything onto your enrollment, um, unless you have a qualifying life event. Otherwise, you'll have to wait for the, uh, company open enrollment period to start up. Um, and it looks like they typically have their open enrollment period, uh, during the December, January timeframe of every year. Oh, okay. Okay. All right. Thank you. You're welcome. Do you need help with anything else? No. Okay. That's fine. You have a wonderful day. Thank you. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hello. My name is Makovi Jatov.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: I want to enroll for... I don't know if it's closed or it's just open for short-term disability.

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

Speaker speaker_1: The Resource.

Speaker speaker_0: The Resource?

Speaker speaker_1: Yes.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5356.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Makov Jatov.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: 4309 Trinity Avenue, Apartment A, Greensboro, North Carolina 27407.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 14th, 1990.

Speaker speaker_0: Phone number is 336-409-5049?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is lastname.makovi2019 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Are you trying to add on short-term disability to your enrollment?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Currently right now, you are outside of the company's open enrollment period so we're not able to add anything onto your enrollment, um, unless you have a qualifying life event. Otherwise, you'll have to wait for the, uh, company open enrollment period to start up. Um, and it looks like they typically have their open enrollment period, uh, during the December, January timeframe of every year.

Speaker speaker_1: Oh, okay. Okay. All right. Thank you.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No.

Speaker speaker_0: Okay.

Speaker speaker_1: That's fine.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.