

Transcript: VICTORIA

Taylor-5634426579927040-6254755752919040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Victoria, this is Penny Clark. Um, I'm already enrolled in y'all vision, vision, vision, vision and y'all, um, and the dental. Um, I wanna know how do I enroll my son? Okay. Um, are you just, like, wanting to add him as a dependent under your policy? Mm-hmm. Okay. What's the name of the agency you work with? Um, his name is Jadis J-A-D-I-O-N... Wait a minute, I'm gonna spell my own surname. No, like, what's the name of the staffing agency you work for? Oh, oh. Oh, HCC. Okay. And the last four of your Social? 256 13-25-12. What was the last four? 256... I'm sorry, 13-25-12. I didn't 25, ooh... You said 25-12? Yes, ma'am. Do you need the whole Social Security? No, ma'am. Just the last four. 25-12, I'm s- I'm sorry about that. You're fine. And, uh, your first and last name again? Penny Clark. Okay. And then, do you mind verifying your address and date of birth? 104 Old Sage Road, Phoenix, AZ 31061. And my date of birth, October 27, 1952. And then phone number 478-234-2900? Yes, ma'am. And then email's just gonna be first initial, last name @oconeecenter.com? Mm-hmm. Okay. So, um, at the moment, we would not be able to add him on because your company is not yet in a open enrollment. Um, but the open enrollment period will start on the 9th of December. If you wanna call us back then, we should be able to add him on to the enrollment. Oh, okay. So he has to be a certain age or I can just add him on? Um, as long as it... I believe it's under the age of 26. Uh, yeah, like 30, 30, 30, 35? Let me just double check but I believe it's... They have to be under the age of 26, uh, 26. Give me one second. Okay, so they actually have to be under the age of, uh... Oh, give me one second, I'm still double checking. A client has been confirmed on the phone, how can I get permission from the attorney? Ma'am, do you mind if I, uh, put you on a brief hold for just one second? Go ahead and do what you're gonna do. That's fine. Okay, I just wanna make sure I get you the correct information. Okay. I'll be right back. All right, thank you so much for holding. So yes, they do have to be, um, a- at least 26 or younger. Unfortunate- and we can't carry dependents over that age. All right, thank you. Yes, ma'am. Was there anything else you might need help with? No, I just wanted to know I'm not gonna change my plan, so I don't, I don't do anything new. Yeah, no, I- at the moment, we c- can't make any changes 'cause they're not in a company open enrollment period just yet, so nothing's been changed. Okay. All right, thank you. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker_2: Victoria, this is Penny Clark. Um, I'm already enrolled in y'all vision, vision, vision, vision and y'all, um, and the dental. Um, I wanna know how do I enroll my son?

Speaker speaker_1: Okay. Um, are you just, like, wanting to add him as a dependent under your policy?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. What's the name of the agency you work with?

Speaker speaker_2: Um, his name is Jadis J-A-D-I-O-N... Wait a minute, I'm gonna spell my own surname.

Speaker speaker_1: No, like, what's the name of the staffing agency you work for?

Speaker speaker_2: Oh, oh. Oh, HCC.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_2: 256 13-25-12.

Speaker speaker_1: What was the last four?

Speaker speaker_2: 256... I'm sorry, 13-25-12. I didn't 25, ooh...

Speaker speaker_1: You said 25-12?

Speaker speaker_2: Yes, ma'am. Do you need the whole Social Security?

Speaker speaker_1: No, ma'am. Just the last four.

Speaker speaker_2: 25-12, I'm s- I'm sorry about that.

Speaker speaker_1: You're fine. And, uh, your first and last name again?

Speaker speaker_2: Penny Clark.

Speaker speaker_1: Okay. And then, do you mind verifying your address and date of birth?

Speaker speaker_2: 104 Old Sage Road, Phoenix, AZ 31061. And my date of birth, October 27, 1952.

Speaker speaker_1: And then phone number 478-234-2900?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email's just gonna be first initial, last name @oconeecenter.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So, um, at the moment, we would not be able to add him on because your company is not yet in a open enrollment. Um, but the open enrollment period will start on the 9th of December. If you wanna call us back then, we should be able to add him on to the enrollment.

Speaker speaker_2: Oh, okay. So he has to be a certain age or I can just add him on?

Speaker speaker_1: Um, as long as it... I believe it's under the age of 26.

Speaker speaker_2: Uh, yeah, like 30, 30, 30, 35?

Speaker speaker_1: Let me just double check but I believe it's... They have to be under the age of 26, uh, 26. Give me one second. Okay, so they actually have to be under the age of, uh... Oh, give me one second, I'm still double checking.

Speaker speaker_3: A client has been confirmed on the phone, how can I get permission from the attorney?

Speaker speaker_1: Ma'am, do you mind if I, uh, put you on a brief hold for just one second?

Speaker speaker_4: Go ahead and do what you're gonna do. That's fine.

Speaker speaker_1: Okay, I just wanna make sure I get you the correct information.

Speaker speaker_4: Okay.

Speaker speaker_1: I'll be right back. All righty, thank you so much for holding. So yes, they do have to be, um, a- at least 26 or younger. Unfortunate- and we can't carry dependents over that age.

Speaker speaker_4: All right, thank you.

Speaker speaker_1: Yes, ma'am. Was there anything else you might need help with?

Speaker speaker_4: No, I just wanted to know I'm not gonna change my plan, so I don't, I don't do anything new.

Speaker speaker_1: Yeah, no, I- at the moment, we c- can't make any changes 'cause they're not in a company open enrollment period just yet, so nothing's been changed.

Speaker speaker_4: Okay. All right, thank you.

Speaker speaker_1: You're welcome. Bye-bye.