

## Transcript: VICTORIA

**Taylor-5839861053865984-5842856709668864**

### 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? Hi. Um, I was calling to see if, um, I can enroll? Okay. Okay. Uh, what's the name of the agency you work for? Uh, Marcella. Uh, would it be Tara Staffing? Yes. Oh, okay. And the last four of your Social? 3109. And your first and last name? Sheila Walker. Gotcha. Do you mind verifying your address and date of birth? Um, let me see. Address 101 Lorraine Court, Oregon City, Oregon 970045. Um, age 13, 92. And I don't mean to keep you on. Sorry. Go ahead. Sorry. Uh, looks like phone number is 843-754-3747? Yes. Okay. And then email is walker.92.sheila@gmail.com? Yeah. Okay. Hmm. Well, uh, I need to change my address, um, 'cause I just moved. Um, so I don't know if I need to... Can I change a misuse or whatever information that I get from enrolling or whatever, it can just go to my new address? Sure. What is the, uh, new address? 4822 Southwest Western Avenue, Apartment 236 and that's in Beaverton, Oregon, 97005. Okay. Uh, so I have 4822 Southwest Western Avenue, Apartment 236? Yes. All right, in Beaverton, Oregon, 97005? Yes. Okay. So I don't see that you're eligible to enroll at this time. Um, it looks like you're outside of your personal open enrollment period, which is pretty much just 30 days from the date of your first check. Uh, the only other time you would be able to enroll into benefits during the company open enrollment period, which it looks like they typically have during December or January timeframe. Uh, okay. Yeah. Okay, thank you. You're welcome. Um, so once the open enrollment starts for them, you can just give us a call back and we can enroll you from there. Gotcha. All righty. Yes, ma'am. Did you need help with anything else? No, that's it. Thank you though. Okay. 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: Hi. Um, I was calling to see if, um, I can enroll? Okay.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Uh, Marcella.

Speaker speaker\_1: Uh, would it be Tara Staffing?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Oh, okay. And the last four of your Social?

Speaker speaker\_2: 3109.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Sheila Walker.

Speaker speaker\_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Um, let me see. Address 101 Lorraine Court, Oregon City, Oregon 970045. Um, age 13, 92. And I don't mean to keep you on. Sorry. Go ahead.

Speaker speaker\_1: Sorry. Uh, looks like phone number is 843-754-3747?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then email is walker.92.sheila@gmail.com?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Hmm.

Speaker speaker\_2: Well, uh, I need to change my address, um, 'cause I just moved. Um, so I don't know if I need to... Can I change a misuse or whatever information that I get from enrolling or whatever, it can just go to my new address?

Speaker speaker\_1: Sure. What is the, uh, new address?

Speaker speaker\_2: 4822 Southwest Western Avenue, Apartment 236 and that's in Beaverton, Oregon, 97005.

Speaker speaker\_1: Okay. Uh, so I have 4822 Southwest Western Avenue, Apartment 236?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, in Beaverton, Oregon, 97005?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I don't see that you're eligible to enroll at this time. Um, it looks like you're outside of your personal open enrollment period, which is pretty much just 30 days from the date of your first check. Uh, the only other time you would be able to enroll into benefits during the company open enrollment period, which it looks like they typically have during December or January timeframe.

Speaker speaker\_2: Uh, okay. Yeah. Okay, thank you.

Speaker speaker\_1: You're welcome. Um, so once the open enrollment starts for them, you can just give us a call back and we can enroll you from there.

Speaker speaker\_2: Gotcha. All righty.

Speaker speaker\_1: Yes, ma'am. Did you need help with anything else?

Speaker speaker\_2: No, that's it. Thank you though.

Speaker speaker\_1: Okay. You're welcome. Bye-bye.