

Transcript: VICTORIA

Taylor-6264831634227200-6041233757749248

Full Transcript

Thank you for calling Benefits not Car. This is Victoria. How can I help you? I need your help. Um, um, I was calling, uh, to see if we can get, uh, my husband to get some benefit insurance with you guys. Um... What- My husband just started working a month and... Um, like a month and a... um, a month ago here in Emporia and, uh, they gave him this book to look at and to see if he wanted to get insurance, health insurance. Am I calling the right number? What's the name of the staffing agency? Uh, it's called Focus and it's in Emporia, Kansas. Okay. And you're not the employee of Focus; he is, correct? Uh, yes. I'm his wife. Okay. All right. Excuse me? Is he nearby that I can speak with him? Um, he's asleep. He works the night shift. Okay. Um, so he would have to call then? Yes. Hopefully. Um, so from my under- Yeah, he probably won't be up till about 3:00. He goes in at 6:00, so... Okay. He's going to get up at about 3:00 more or less. So we're open Monday through Friday, 7:00, 8:00... Or I'm sorry, Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. Oh, okay. Um, but unfortunately, we will have to speak to him directly as far as getting, getting you guys enrolled- Okay. ... since he's the employee. Uh-huh. Now, to my understanding, new hires have 30 days from the date of their first check to get enrolled into benefits as well. Oh, I see. Um, I don't know what date he started. I would have to check. It, it's almost going to 30 days actually. Yeah. Um, well, I'll double-check on that and, uh, and if he passes that 30 days, it's too late? That's what you're saying? He can't get it anymore? Yeah, but he... New hires only have 30 days from the date of their first check to get enrolled. The only other time to enroll would be during the company's open enrollment period, which they have yearly. Um... Yeah. Yeah. Um, okay, I'm going to double-check on that and if he, if he still has time, I'll tell him to call then. Okay. Call you guys. Okay. Thank you. Thank you. Thank you so much. Uh-huh. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits not Car. This is Victoria. How can I help you?

Speaker speaker_1: I need your help. Um, um, I was calling, uh, to see if we can get, uh, my husband to get some benefit insurance with you guys. Um...

Speaker speaker_0: What-

Speaker speaker_1: My husband just started working a month and... Um, like a month and a... um, a month ago here in Emporia and, uh, they gave him this book to look at and to see if he wanted to get insurance, health insurance. Am I calling the right number?

Speaker speaker_0: What's the name of the staffing agency?

Speaker speaker_1: Uh, it's called Focus and it's in Emporia, Kansas.

Speaker speaker_0: Okay. And you're not the employee of Focus; he is, correct?

Speaker speaker_1: Uh, yes. I'm his wife.

Speaker speaker_0: Okay. All right.

Speaker speaker_1: Excuse me?

Speaker speaker_0: Is he nearby that I can speak with him?

Speaker speaker_1: Um, he's asleep. He works the night shift.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, so he would have to call then?

Speaker speaker_0: Yes.

Speaker speaker_1: Hopefully.

Speaker speaker_0: Um, so from my under-

Speaker speaker_1: Yeah, he probably won't be up till about 3:00. He goes in at 6:00, so...

Speaker speaker_0: Okay.

Speaker speaker_1: He's going to get up at about 3:00 more or less.

Speaker speaker_0: So we're open Monday through Friday, 7:00, 8:00... Or I'm sorry, Monday through Friday, 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, but unfortunately, we will have to speak to him directly as far as getting, getting you guys enrolled-

Speaker speaker_1: Okay.

Speaker speaker_0: ... since he's the employee.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Now, to my understanding, new hires have 30 days from the date of their first check to get enrolled into benefits as well.

Speaker speaker_1: Oh, I see. Um, I don't know what date he started. I would have to check. It, it's almost going to 30 days actually. Yeah. Um, well, I'll double-check on that and, uh, and if he passes that 30 days, it's too late? That's what you're saying? He can't get it anymore?

Speaker speaker_0: Yeah, but he... New hires only have 30 days from the date of their first check to get enrolled. The only other time to enroll would be during the company's open

enrollment period, which they have yearly. Um...

Speaker speaker_1: Yeah. Yeah. Um, okay, I'm going to double-check on that and if he, if he still has time, I'll tell him to call then.

Speaker speaker_0: Okay.

Speaker speaker_1: Call you guys. Okay. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Bye-bye.