

Transcript: VICTORIA

Taylor-6416136577007616-6605559767810048

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? Hello. Um, sorry, are you still there? Yeah, I'm here. Hello? Okay. My name is Glen Watts and my wife, Mary Ann Watts works for your agency. She, um, she works through Norcom, um, for Wagner Temp Agency. And I was wo- she had mentioned that there might be the possibility of her getting health insurance through your agency. Is that a possibility? Um, I'm, I'm not sure. I would have to pull up her file. Is she nearby that I can speak with her? Yes, she is. She's right here. Hold on just a moment. Okay. They want to talk to you, Mary Ann. They need your permission to get your information. It's the Wagner Temp Agency. Hello? Hi, um, what's the name of the agency you work for? Oh, the Wagner Agency. Wagner? Wagner, yeah. Okay. And the last four of your Social? 6966. Okay. Uh, do you mind verifying your address and date of birth? Uh, September 9, 1969. My mailing address is 106 Forest Wood Drive, Grayson, Georgia 30223. Okay. And then phone number is 770-584-9091? Yes, ma'am. Okay. And then email is maryannwatts304@yahoo.com? Yes, ma'am. Okay. Uh, give me one second. Yeah, so it looks like your employer is currently in open enrollment, um, up until the 31st of January. So you have until then to get enrolled. Well, if there isn't going to be in 2023, you can't yet touch with them. Mm, you're gonna have to go through, through them but you're gonna be gone. So, I can't say for you. You can 30 first of January. 30 first of January. I'm sorry, the open enrollment is until when? So it's, they're currently- Hello? I'm here. They're currently in open enrollment and it ends on the 31st of January. Of January, okay, not December. So she has until January to enroll in it. Yes. Is that correct? Until January 31st. I understand. Thank you so much for your help. All right. I'll, we'll get right with them. Okay, thank you so much. Have a wonderful day- You're welcome. ... and merry Christmas. You too. 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: Hello. Um, sorry, are you still there?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_2: Hello? Okay. My name is Glen Watts and my wife, Mary Ann Watts works for your agency. She, um, she works through Norcom, um, for Wagner Temp Agency.

And I was wo- she had mentioned that there might be the possibility of her getting health insurance through your agency. Is that a possibility?

Speaker speaker_1: Um, I'm, I'm not sure. I would have to pull up her file. Is she nearby that I can speak with her?

Speaker speaker_2: Yes, she is. She's right here. Hold on just a moment.

Speaker speaker_1: Okay.

Speaker speaker_2: They want to talk to you, Mary Ann. They need your permission to get your information. It's the Wagner Temp Agency.

Speaker speaker_3: Hello?

Speaker speaker_1: Hi, um, what's the name of the agency you work for?

Speaker speaker_3: Oh, the Wagner Agency.

Speaker speaker_1: Wagner?

Speaker speaker_3: Wagner, yeah.

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

Speaker speaker_3: 6966.

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

Speaker speaker_3: Uh, September 9, 1969. My mailing address is 106 Forest Wood Drive, Grayson, Georgia 30223.

Speaker speaker_1: Okay. And then phone number is 770-584-9091?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Okay. And then email is maryannwatts304@yahoo.com?

Speaker speaker_3: Yes, ma'am.

Speaker speaker_1: Okay. Uh, give me one second. Yeah, so it looks like your employer is currently in open enrollment, um, up until the 31st of January. So you have until then to get enrolled.

Speaker speaker_2: Well, if there isn't going to be in 2023, you can't yet touch with them. Mm, you're gonna have to go through, through them but you're gonna be gone. So, I can't say for you.

Speaker speaker_3: You can 30 first of January.

Speaker speaker_2: 30 first of January. I'm sorry, the open enrollment is until when?

Speaker speaker_1: So it's, they're currently-

Speaker speaker_2: Hello?

Speaker speaker_1: I'm here. They're currently in open enrollment and it ends on the 31st of January.

Speaker speaker_2: Of January, okay, not December. So she has until January to enroll in it.

Speaker speaker_1: Yes.

Speaker speaker_2: Is that correct?

Speaker speaker_1: Until January 31st.

Speaker speaker_2: I understand. Thank you so much for your help.

Speaker speaker_1: All right.

Speaker speaker_2: I'll, we'll get right with them. Okay, thank you so much. Have a wonderful day-

Speaker speaker_1: You're welcome.

Speaker speaker_2: ... and merry Christmas.

Speaker speaker_1: You too.

Speaker speaker_2: Bye.