

## **Transcript: Chris Sofield**

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### **Full Transcript**

Hello? Your call may be monitored or recorded for quality assurance purposes. Hello. Good afternoon. Can I speak with Marc Frosh? It is. Hi, Mr. Frosh. This is Chris with Benefits and a Card. How are you doing today? I'm doing good. How about you? I'm doing well, thank you. Before we continue, the call is being recorded for quality assurance and training purposes. I'm calling regarding a voice memo that you left with us last Friday, um, regarding just checking to see if you were eligible to enroll into any insurance benefits. Yes. Okay. Um, can you confirm just to make sure I'm looking at the right information? Um, we're showing it looks like a file showing up on your phone number through Partners Personnel. Is that who you're working through? Yes. Okay. So, um, from what I see here, your eligibility window to enroll into insurance benefits would have been the first 30 days after your first check, which it looks like currently we're outside of that window and there's no open enrollment going on. Okay. However, I di- I do, I do see or I did hear that you had mentioned, uh, losing insurance from another company. Um, if that were to happen, uh, you could use that as a qualifying life event. We would just need some documentation to be able to, um, to review to move forward to see what you're approved to do at that point. Um, but i- if you were to lose that insurance coverage, just give us a call back, let us know, and we'll set up the, uh, processes of what we need to do at that point. Okay? All right. Thank you. No problem. Did you have any other questions for me? I did not. Thank you very much. You're welcome. Thank you for taking the time to speak with me and have a good day. You too. Bye bye. Bye now.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hello. Good afternoon. Can I speak with Marc Frosh?

Speaker speaker\_0: It is.

Speaker speaker\_2: Hi, Mr. Frosh. This is Chris with Benefits and a Card. How are you doing today?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_2: I'm doing well, thank you. Before we continue, the call is being recorded for quality assurance and training purposes. I'm calling regarding a voice memo that you left

with us last Friday, um, regarding just checking to see if you were eligible to enroll into any insurance benefits.

Speaker speaker\_0: Yes.

Speaker speaker\_2: Okay. Um, can you confirm just to make sure I'm looking at the right information? Um, we're showing it looks like a file showing up on your phone number through Partners Personnel. Is that who you're working through?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Okay. So, um, from what I see here, your eligibility window to enroll into insurance benefits would have been the first 30 days after your first check, which it looks like currently we're outside of that window and there's no open enrollment going on.

Speaker speaker\_0: Okay.

Speaker speaker\_2: However, I di- I do, I do see or I did hear that you had mentioned, uh, losing insurance from another company. Um, if that were to happen, uh, you could use that as a qualifying life event. We would just need some documentation to be able to, um, to review to move forward to see what you're approved to do at that point. Um, but i- if you were to lose that insurance coverage, just give us a call back, let us know, and we'll set up the, uh, processes of what we need to do at that point. Okay?

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_2: No problem. Did you have any other questions for me?

Speaker speaker\_0: I did not. Thank you very much.

Speaker speaker\_2: You're welcome. Thank you for taking the time to speak with me and have a good day.

Speaker speaker\_0: You too. Bye bye.

Speaker speaker\_2: Bye now.