

## **Transcript: Estefania**

**Acevedo-4715864508514304-6752176149282816**

### **Full Transcript**

Hello? Good afternoon. I'm calling... Thank you for calling Benifits without a Card. My name is Stephanie. How can I assist you? Yeah, my name is Christopher Hober and I'm just trying to get, uh, an insurance card mailed to my house. Okay. What's the agency? Uh, it is through Focus. Okay. And then, what is the last four of your social? 1237. And your first and last name? Christopher Hober. All right. Can you please verify your address and date of birth for security purposes? 660 English Road, Bath, PA 18014. And, um, what did you ask for, my birth- my birthday? Mm-hmm. 9-10-91. Okay. Then I have 518-982-6362 as your phone number. No, that is not my number. Okay. What's the new one? Is it the one you're calling from? Yes. Actually, that is... That is my old number. That was my old number. Yeah. Um, then I have your first name, last name, nine at gmail.com. Is that up to date? Yes. All right. Okay. So, I was actually gonna tell you, you don't have any active coverage. Okay. You did have active coverage at some point though. Um, but it looks like the last day that you had it active was April the 13th. Okay. That was the last day you had any- any active coverage. Then it ended. And do you have any idea why it would have changed? Uh, did you ever stop working with them? No. So, what keeps these, um, coverages active- No, I still work with them. So, what keeps these coverage active is weekly deductions from your paycheck. Mm-hmm. If they didn't deduct money out of your check, then that means you wouldn't have active coverage. Uh, the last deduction that I see from your paycheck was from 04/07, so from June, from March, April, April the 7th up until the 13th, for that week. Yeah. And every week after that, you didn't have coverage because, of course, there was no deductions taken out of your check. So, that means you didn't have the coverage. No, okay. I still- I still work here. I still work here, but I will talk to my, um, uh, employer, um, representative. Okay. And then, I was gonna tell you, um, that the next company open enrollment... Let me see when that is held, 'cause within company open enrollment you're also eligible to enroll. That's gonna be... Let's see when. For Focus. Uh, it's not till December. December? It looks like last year they did it between December 23rd up until February the 14th. So, it's possibly gonna be held in- in December. All right. So you said, um, like everything said April 17th was... No, April 12th was the last time that my coverage was? The last time you had active coverage was April the 13th. 13th. All right. Thank you very much. You're welcome. Um, and then, like I said, the next company open enrollment, it's in December. We don't have the updated dates, so if you do want to enroll I would call in in November. November? Okay, thank you. All right. Yeah, that works for me. Okay. I appreciate it. Have a good day. Have a good day. Bye.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Good afternoon. I'm calling... Thank you for calling Benifits without a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_0: Yeah, my name is Christopher Hober and I'm just trying to get, uh, an insurance card mailed to my house.

Speaker speaker\_1: Okay. What's the agency?

Speaker speaker\_0: Uh, it is through Focus.

Speaker speaker\_1: Okay. And then, what is the last four of your social?

Speaker speaker\_0: 1237.

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

Speaker speaker\_0: Christopher Hober.

Speaker speaker\_1: All right. Can you please verify your address and date of birth for security purposes?

Speaker speaker\_0: 660 English Road, Bath, PA 18014. And, um, what did you ask for, my birth- my birthday?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: 9-10-91.

Speaker speaker\_1: Okay. Then I have 518-982-6362 as your phone number.

Speaker speaker\_0: No, that is not my number.

Speaker speaker\_1: Okay. What's the new one? Is it the one you're calling from?

Speaker speaker\_0: Yes. Actually, that is... That is my old number. That was my old number. Yeah.

Speaker speaker\_1: Um, then I have your first name, last name, nine at gmail.com. Is that up to date?

Speaker speaker\_0: Yes.

Speaker speaker\_1: All right. Okay. So, I was actually gonna tell you, you don't have any active coverage.

Speaker speaker\_0: Okay.

Speaker speaker\_1: You did have active coverage at some point though. Um, but it looks like the last day that you had it active was April the 13th.

Speaker speaker\_0: Okay.

Speaker speaker\_1: That was the last day you had any- any active coverage. Then it ended.

Speaker speaker\_0: And do you have any idea why it would have changed?

Speaker speaker\_1: Uh, did you ever stop working with them?

Speaker speaker\_0: No.

Speaker speaker\_1: So, what keeps these, um, coverages active-

Speaker speaker\_0: No, I still work with them.

Speaker speaker\_1: So, what keeps these coverage active is weekly deductions from your paycheck.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: If they didn't deduct money out of your check, then that means you wouldn't have active coverage. Uh, the last deduction that I see from your paycheck was from 04/07, so from June, from March, April, April the 7th up until the 13th, for that week.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: And every week after that, you didn't have coverage because, of course, there was no deductions taken out of your check. So, that means you didn't have the coverage.

Speaker speaker\_0: No, okay. I still- I still work here. I still work here, but I will talk to my, um, uh, employer, um, representative.

Speaker speaker\_1: Okay. And then, I was gonna tell you, um, that the next company open enrollment... Let me see when that is held, 'cause within company open enrollment you're also eligible to enroll. That's gonna be... Let's see when. For Focus. Uh, it's not till December.

Speaker speaker\_0: December?

Speaker speaker\_1: It looks like last year they did it between December 23rd up until February the 14th. So, it's possibly gonna be held in- in December.

Speaker speaker\_0: All right. So you said, um, like everything said April 17th was... No, April 12th was the last time that my coverage was?

Speaker speaker\_1: The last time you had active coverage was April the 13th.

Speaker speaker\_0: 13th. All right. Thank you very much.

Speaker speaker\_1: You're welcome. Um, and then, like I said, the next company open enrollment, it's in December. We don't have the updated dates, so if you do want to enroll I would call in in November.

Speaker speaker\_0: November? Okay, thank you. All right. Yeah, that works for me.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I appreciate it. Have a good day.

Speaker speaker\_1: Have a good day.

Speaker speaker\_0: Bye.