

Transcript: Franchesca

Baez-5680965778718720-6399901226811392

Full Transcript

Good morning. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Um, yes, my name is Andrew Hinkle and I started working for Search, a temporary service fallback, on December 2nd, and I was wondering if I was able to get insurance from you guys. Are you currently active with them? Say what? Are you- Yeah, I am active with them right now. Yes. Okay, then let me check and see if you're eligible for enrollment. Uh- What are the last four of your Social? Uh, two, one, three, seven. Mr. Andrew, what did you say your last name was? I'm sorry. Hinkle. H-I-N-K-L-E. And could you please verify your mailing address for me and date of birth- Yes. ... to make sure I have the wrong account? It's 878 Lake Avenue, St. Mary's, Ohio, 45885, November 14th, 1979. I have best contact 567-286-2451, same as the one you called on. Say what again? Yes, sir. I have your best contact number, the same as the one you're calling, which is 567-286-2451. Yes. Yes, that's my cell phone number. And I have your email down as hjames99@gmail.com. Yes. Okay. Have you changed coverage with another carrier by any chance over the last 30 days? Uh, no, I have not. Okay. So as of right now I do not show, um, that you will be eligible to enroll into coverage. You do not have a qualified live event or an open enrollment period. You will have to wait till the next one which unfortunately will not be till August. Till August? Yes, sir. Okay. Well, that sucks. All right. Thank you. All right. Of course. I hope you have a wonderful rest of your day, and thank you for your time. Yep. Bye-bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, my name is Andrew Hinkle and I started working for Search, a temporary service fallback, on December 2nd, and I was wondering if I was able to get insurance from you guys.

Speaker speaker_0: Are you currently active with them?

Speaker speaker_1: Say what?

Speaker speaker_0: Are you-

Speaker speaker_1: Yeah, I am active with them right now. Yes.

Speaker speaker_0: Okay, then let me check and see if you're eligible for enrollment.

Speaker speaker_1: Uh-

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Uh, two, one, three, seven.

Speaker speaker_0: Mr. Andrew, what did you say your last name was? I'm sorry.

Speaker speaker_1: Hinkle. H-I-N-K-L-E.

Speaker speaker_0: And could you please verify your mailing address for me and date of birth-

Speaker speaker_1: Yes.

Speaker speaker_0: ... to make sure I have the wrong account?

Speaker speaker_1: It's 878 Lake Avenue, St. Mary's, Ohio, 45885, November 14th, 1979.

Speaker speaker_0: I have best contact 567-286-2451, same as the one you called on.

Speaker speaker_1: Say what again?

Speaker speaker_0: Yes, sir. I have your best contact number, the same as the one you're calling, which is 567-286-2451.

Speaker speaker_1: Yes. Yes, that's my cell phone number.

Speaker speaker_0: And I have your email down as hjames99@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Have you changed coverage with another carrier by any chance over the last 30 days?

Speaker speaker_1: Uh, no, I have not.

Speaker speaker_0: Okay. So as of right now I do not show, um, that you will be eligible to enroll into coverage. You do not have a qualified live event or an open enrollment period. You will have to wait till the next one which unfortunately will not be till August.

Speaker speaker_1: Till August?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Well, that sucks. All right. Thank you.

Speaker speaker_0: All right. Of course. I hope you have a wonderful rest of your day, and thank you for your time.

Speaker speaker_1: Yep. Bye-bye.