

## **Transcript: Francesca**

**Baez-5756096542195712-5185874940706816**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Climate. This is Francesca. How can I assist you today? Uh, yes. I work for Surge Staffing and I was given this number to inquire about insurance. I would like to see how much weekly it would be for dental. What are the last four of your social? What now? What are the last four digits of your Social Security number provided by the government? 9738. And your last name, please? Aguero. A-G-U-E-R-O. Please verify your mailing address and date of birth to make sure I'm in the right account. 1221 Greystone Parkway, Toledo, Ohio and my birthday is 1-28-1980. We have a personal number to reach you at 419-461-9153. No. I have a new number and that was a wrong number anyway, so can I give you my new number? Sure thing. My new number is 419-469-4268. We have the best email down as your last name, your first name, number 65 at gmail.com. Okay, that'll work. All right. Mr. Aguero, during the last 30 days have you lost coverage with another dental carrier by any chance? No. No. Have you gotten divorced above coverage involuntarily within the last 30 days? No. Okay. The reason why I ask, sir, is due to the fact that as of right now, you don't have any open enrollment periods. You need an open enrollment period whether it's personal or company-wise in order to be eligible to enroll into coverage. And as of right now at this moment, unfortunately, you do not have it. When would that be? Surge company enrollment period happens during the month of August. August? Yes, sir. Okay. Well, thank you very much. Sure thing. Did you want me to provide you, um, the information of the current dental plan? It might get changed by August, but I can still provide it to you if you want it. No, that's okay. Thank you. Of course. I hope you have a wonderful rest of your day and thank you for giving us a call today. Uh, you too, ma'am. Yes, ma'am. No problem.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in the Climate. This is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, yes. I work for Surge Staffing and I was given this number to inquire about insurance. I would like to see how much weekly it would be for dental.

Speaker speaker\_1: What are the last four of your social?

Speaker speaker\_2: What now?

Speaker speaker\_1: What are the last four digits of your Social Security number provided by the government?

Speaker speaker\_2: 9738.

Speaker speaker\_1: And your last name, please?

Speaker speaker\_2: Aguero. A-G-U-E-R-O.

Speaker speaker\_1: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker\_2: 1221 Greystone Parkway, Toledo, Ohio and my birthday is 1-28-1980.

Speaker speaker\_1: We have a personal number to reach you at 419-461-9153.

Speaker speaker\_2: No. I have a new number and that was a wrong number anyway, so can I give you my new number?

Speaker speaker\_1: Sure thing.

Speaker speaker\_2: My new number is 419-469-4268.

Speaker speaker\_1: We have the best email down as your last name, your first name, number 65 at gmail.com.

Speaker speaker\_2: Okay, that'll work.

Speaker speaker\_1: All right. Mr. Aguero, during the last 30 days have you lost coverage with another dental carrier by any chance?

Speaker speaker\_2: No. No.

Speaker speaker\_1: Have you gotten divorced above coverage unvoluntarily within the last 30 days?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. The reason why I ask, sir, is due to the fact that as of right now, you don't have any open enrollment periods. You need an open enrollment period whether it's personal or company-wise in order to be eligible to enroll into coverage. And as of right now at this moment, unfortunately, you do not have it.

Speaker speaker\_2: When would that be?

Speaker speaker\_1: Surge company enrollment period happens during the month of August.

Speaker speaker\_2: August?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Well, thank you very much.

Speaker speaker\_1: Sure thing. Did you want me to provide you, um, the information of the current dental plan? It might get changed by August, but I can still provide it to you if you want it.

Speaker speaker\_2: No, that's okay. Thank you.

Speaker speaker\_1: Of course. I hope you have a wonderful rest of your day and thank you for giving us a call today.

Speaker speaker\_2: Uh, you too, ma'am. Yes, ma'am. No problem.