

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is How can I assist you today? Uh, how you doing? My name is Aaron Shumpert. I just wanted to know if I can put my daughter on my insurance. Okay. Let me take a look and see if you're eligible. Which staffing company are you with? Uh, Surge. And what are the last four of your Social? Uh, 1712. Last name? Shumpert. Please verify your mailing address and date of birth. 518 Brewster Drive, Bywater, Mississippi 06220000. We have best phone number 662-260-8244 with the email of your first and last name, 15@gmail.com? Yes, ma'am. Um, so currently, sir, you do not have any insurance. I will have to do an eligibility review to see if you can enroll into any. Is, by any chance, your daughter 24 and under? Yes, ma'am. She is. Okay, understood. So then we just have to see whether or not you're eligible to enroll into health insurance itself, 'cause otherwise you will be able to add her. You're able to add any child along, as long as they're not 25 or older into a policy. Okay. So it's going to roughly take 24 to 48 hours for me to get a response back from the front office. Would you like me to send you a copy of Surge benefit guide while we wait on their answer? Yes, ma'am. Anything will help. Um, so I'll send you that copy to your email from our office email, which is info@benefitsinacar.com and it will have all the plans that they offer along with the prices and how much it will be with your daughter included. Okay. All right. Is there any timeframe where you would like me to try to give you that call back? Uh, it don't matter what time. All right. As soon as they let me know, I'll give you a call back then. It will be from the same number? Yes, sir. All right. Appreciate it. Of course. I hope you have a wonderful rest of your day and thank you for your time today.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is How can I assist you today?

Speaker speaker_1: Uh, how you doing? My name is Aaron Shumpert. I just wanted to know if I can put my daughter on my insurance.

Speaker speaker_0: Okay. Let me take a look and see if you're eligible. Which staffing company are you with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: Uh, 1712.

Speaker speaker_0: Last name?

Speaker speaker_1: Shumpert.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_1: 518 Brewster Drive, Bywater, Mississippi 06220000.

Speaker speaker_0: We have best phone number 662-260-8244 with the email of your first and last name, 15@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Um, so currently, sir, you do not have any insurance. I will have to do an eligibility review to see if you can enroll into any. Is, by any chance, your daughter 24 and under?

Speaker speaker_1: Yes, ma'am. She is.

Speaker speaker_0: Okay, understood. So then we just have to see whether or not you're eligible to enroll into health insurance itself, 'cause otherwise you will be able to add her. You're able to add any child along, as long as they're not 25 or older into a policy.

Speaker speaker_1: Okay.

Speaker speaker_0: So it's going to roughly take 24 to 48 hours for me to get a response back from the front office. Would you like me to send you a copy of Surge benefit guide while we wait on their answer?

Speaker speaker_1: Yes, ma'am. Anything will help.

Speaker speaker_0: Um, so I'll send you that copy to your email from our office email, which is info@benefitsinacar.com and it will have all the plans that they offer along with the prices and how much it will be with your daughter included.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Is there any timeframe where you would like me to try to give you that call back?

Speaker speaker_1: Uh, it don't matter what time.

Speaker speaker_0: All right. As soon as they let me know, I'll give you a call back then.

Speaker speaker_1: It will be from the same number?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. Appreciate it.

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