

## **Transcript: Francesca**

**Baez-6409889955233792-5525956090707968**

### **Full Transcript**

Thank you for calling Benefits Health Plan. My name is Francesca. How can I assist you today? Yes, I'm calling concerning my health insurance program. What staffing company do you work with? I'm calling concerning my health insurance program. Yes, ma'am, I understand that but I need to know what staffing company you work with in order to assist you, please. Third Staffing. What are the last four of the social and the last name? 5610, the last name S-I-N-N-O-T. Could you please verify your mailing address and date of birth to make sure I have located the correct account? 3269 Greenwood 4489. We have that contact 419-901-4364? Yes. We have your email down as first and last name 89 at icloud.com? Uh, it's gmail.com. But I have corrected it. Within the last 30 days have you lost insurance with another carrier? No. So currently or unfortunately you're not eligible for enrollment. You'll have to wait till August when your company has their open enrollment period to be eligible for enrollment. Okay, thank you. Of course. Was there anything else I can assist you with today? No, that was everything. Have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Health Plan. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, I'm calling concerning my health insurance program.

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: I'm calling concerning my health insurance program.

Speaker speaker\_0: Yes, ma'am, I understand that but I need to know what staffing company you work with in order to assist you, please.

Speaker speaker\_1: Third Staffing.

Speaker speaker\_0: What are the last four of the social and the last name?

Speaker speaker\_1: 5610, the last name S-I-N-N-O-T.

Speaker speaker\_0: Could you please verify your mailing address and date of birth to make sure I have located the correct account?

Speaker speaker\_1: 3269 Greenwood 4489.

Speaker speaker\_0: We have that contact 419-901-4364?

Speaker speaker\_1: Yes.

Speaker speaker\_0: We have your email down as first and last name 89 at icloud.com?

Speaker speaker\_1: Uh, it's gmail.com.

Speaker speaker\_0: But I have corrected it. Within the last 30 days have you lost insurance with another carrier?

Speaker speaker\_1: No.

Speaker speaker\_0: So currently or unfortunately you're not eligible for enrollment. You'll have to wait till August when your company has their open enrollment period to be eligible for enrollment.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Of course. Was there anything else I can assist you with today?

Speaker speaker\_1: No, that was everything.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: You too.