

## **Transcript: Francesca**

**Baez-6738339110895616-6272477178413056**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi, Francesca. This is Jennifer with American Public Life. I've got a mutual insured on the back line that's wanting to see about continuing her coverage and she's no longer with the group. Um, what information do you need from me before I put her on? Um, no information. She can't have the coverage without the staffing company, so that's okay. Okay. All right. Well, here she goes. Uh, her name is- Thank you. ... Ms. Scottish Rikers. Thank you. You have a good day. You too. Good afternoon. My name is Francesca at Benefits in a Car. How are you today? I'm fine. How are you? Good, ma'am. Um, so they have asked me that you're trying to have the coverage while you're no longer working with your staffing company. Is this correct? Correct. So unfortunately, you wouldn't be eligible for it, ma'am. We only administer the health benefits that the staffing companies offer. You'll have to shop around your local state to see which other insurance you can enroll into. But unless you have active coverage with the staffing companies, you wouldn't be eligible for the coverage 'cause they need a pay stub that the staffing company itself is providing for them to be able to make those options. And I wouldn't be able to do it with my new employ- employment or get some individually without employment? I will have to take a look and see who your current employer is, if it's one of the staffing companies you were with. But we only administer their coverage other than them 'cause we don't own any of the plans. We're not an insurance company. We just administer the benefits that the staffing companies offer. Okay. Can you tell me when my policy ends? What staffing company were you with? Um, Integrity Trade. And what are the last four of the Social? 1819. Last name was Rockers, correct? Sorry if I mispronounced it. You're saying it correct, it's Roker. All right. And then to make sure I have the right account, can you verify your mailing address and date of birth? Mailing address would be 7136 Twin Oaks Drive, Apartment A. And you said my email address? Mm-hmm. Um, it's my first name, last initial at gmail. It's scottishr@gmail.com. All right. And it looks like we have your old address on file. So 5506 Asher Drive? Yes, ma'am. And then we had your phone number as 317-426-0331. 331? Mm-hmm. With the email of your first and last name, number one, @gmail.com. Yes, ma'am. So it shows that your benefits are actually already inactive. The policy canceled itself. The last day you were active was January 12th. Okay. Thank you. Of course. Was there anything else I can assist you with today? No. Have a great day. You too.

### **Conversation Format**

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

Speaker speaker\_1: Hi, Francesca. This is Jennifer with American Public Life. I've got a mutual insured on the back line that's wanting to see about continuing her coverage and she's no longer with the group. Um, what information do you need from me before I put her on?

Speaker speaker\_0: Um, no information. She can't have the coverage without the staffing company, so that's okay.

Speaker speaker\_1: Okay. All right. Well, here she goes. Uh, her name is-

Speaker speaker\_0: Thank you.

Speaker speaker\_1: ... Ms. Scottish Rikers. Thank you. You have a good day.

Speaker speaker\_0: You too. Good afternoon. My name is Francesca at Benefits in a Car. How are you today?

Speaker speaker\_1: I'm fine. How are you?

Speaker speaker\_0: Good, ma'am. Um, so they have asked me that you're trying to have the coverage while you're no longer working with your staffing company. Is this correct?

Speaker speaker\_1: Correct.

Speaker speaker\_0: So unfortunately, you wouldn't be eligible for it, ma'am. We only administer the health benefits that the staffing companies offer. You'll have to shop around your local state to see which other insurance you can enroll into. But unless you have active coverage with the staffing companies, you wouldn't be eligible for the coverage 'cause they need a pay stub that the staffing company itself is providing for them to be able to make those options.

Speaker speaker\_1: And I wouldn't be able to do it with my new employ- employment or get some individually without employment?

Speaker speaker\_0: I will have to take a look and see who your current employer is, if it's one of the staffing companies you were with. But we only administer their coverage other than them 'cause we don't own any of the plans. We're not an insurance company. We just administer the benefits that the staffing companies offer.

Speaker speaker\_1: Okay. Can you tell me when my policy ends?

Speaker speaker\_0: What staffing company were you with?

Speaker speaker\_1: Um, Integrity Trade.

Speaker speaker\_0: And what are the last four of the Social?

Speaker speaker\_1: 1819.

Speaker speaker\_0: Last name was Rockers, correct? Sorry if I mispronounced it.

Speaker speaker\_1: You're saying it correct, it's Roker.

Speaker speaker\_0: All right. And then to make sure I have the right account, can you verify your mailing address and date of birth?

Speaker speaker\_1: Mailing address would be 7136 Twin Oaks Drive, Apartment A. And you said my email address?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, it's my first name, last initial at gmail. It's scottishr@gmail.com.

Speaker speaker\_0: All right. And it looks like we have your old address on file.

Speaker speaker\_1: So 5506 Asher Drive?

Speaker speaker\_0: Yes, ma'am. And then we had your phone number as 317-426-0331.

Speaker speaker\_1: 331?

Speaker speaker\_0: Mm-hmm. With the email of your first and last name, number one, @gmail.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: So it shows that your benefits are actually already inactive. The policy canceled itself. The last day you were active was January 12th.

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.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: You too.