

Transcript: Justin

Mills-4837933722320896-5620860894789632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. My name is Maggie McCulloch. I'm on assignment with, um, Creative Circle, and I was calling to inquire about, um, gaining insurance for December only. Um, I'm aging out, um, at the end of this month. So just looking for catastrophic insurance versus preventative, um, for the rest of the gap before open en- enrollment. Okay. Um, so Creative Circle, what's the last four of your social? I'm sorry? What's the last four of your social? Uh, 2610. And your first and last name again? I'm sorry. Maggie McCulloch. And for security purposes, can you verify the home address, including city, state and zip code, Maggie? Uh, yes. Uh, 3851 Timber Holloway, Marietta, Georgia, 30062. And confirm your date of birth? 11/6/98. And a good telephone number has 678-458-9476. Yep. And the email I have is mkm-3377@comcast.net? Yeah. Okay, so let's see here. Um, so you stated you lost your insurance 'cause you aged out. Is that correct? Yes. Okay. Um, so that could be used as a qualified life event. So what I'll go ahead and do, I'll email you a QLE submission form email, and then you would just provide- Uh-huh. ... documentation proving that you did lose coverage. And then, I can have my back office look at it. And then, once I do receive word back from my back office, I can give you a call back. Okay. Okay. But do you mind if I place you on a brief hold while I get that email set up for you real quick? Sure. Okay. Hello, Maggie. You still there? Yep. Awesome. Thank you so much for holding. So I went ahead and emailed you that QLE submission form email to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder. Okay? Okay. Perfect. Okay. Well, is there anything else I can help you out with today? Nope. That's it. Awesome. Well, you have a wonderful day. Okay? Thank you. You as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. My name is Maggie McCulloch. I'm on assignment with, um, Creative Circle, and I was calling to inquire about, um, gaining insurance for December only. Um, I'm aging out, um, at the end of this month. So just looking for catastrophic insurance versus preventative, um, for the rest of the gap before open en- enrollment.

Speaker speaker_1: Okay. Um, so Creative Circle, what's the last four of your social?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Uh, 2610.

Speaker speaker_1: And your first and last name again? I'm sorry.

Speaker speaker_2: Maggie McCulloch.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Maggie?

Speaker speaker_2: Uh, yes. Uh, 3851 Timber Holloway, Marietta, Georgia, 30062.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 11/6/98.

Speaker speaker_1: And a good telephone number has 678-458-9476.

Speaker speaker_2: Yep.

Speaker speaker_1: And the email I have is mkm-3377@comcast.net?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, so let's see here. Um, so you stated you lost your insurance 'cause you aged out. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so that could be used as a qualified life event. So what I'll go ahead and do, I'll email you a QLE submission form email, and then you would just provide-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... documentation proving that you did lose coverage. And then, I can have my back office look at it. And then, once I do receive word back from my back office, I can give you a call back.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. But do you mind if I place you on a brief hold while I get that email set up for you real quick?

Speaker speaker_2: Sure.

Speaker speaker_1: Okay. Hello, Maggie. You still there?

Speaker speaker_2: Yep.

Speaker speaker_1: Awesome. Thank you so much for holding. So I went ahead and emailed you that QLE submission form email to the email we had on file. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandcard.com. However, if you don't see it in the inbox, be sure to check your spam or check your junk folder. Okay?

Speaker speaker_2: Okay. Perfect.

Speaker speaker_1: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_2: Nope. That's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day. Okay?

Speaker speaker_2: Thank you. You as well.

Speaker speaker_1: Thank you. Bye-bye.