

## Transcript: Justin

**Mills-5610389270478848-5461572881530880**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, Justin. How are you doing? My name is Wilson. I'm actually sitting with, uh, Luigi right now and we're calling to add a newborn to life ins- I mean, I have Life Public to, uh, to the benefit. Okay, what's the staffing agency you work for? TRC. And the last four of your Social? Uh, Um, I have it here. Uh, 9785. And what was the first and last name again? I'm sorry. Uh, first name is Louis Saint. Uh, L-O-U-I-S-S A-I-N-T. Uh, Durihsma is the last name. Uh, D-R-I-S-M-A. All right. And for security purposes, could you verify the home address, including city, state and zip code? Um, yes. I believe it's 4025 Monte Clove Drive, Atlanta, Georgia, zip code 30349. And confirm the date of birth. Uh, November 16th, uh, 1987. And a good telephone number to have is 678-709-9616. Yes, that works. And the email I have is durihsma louie d j y4@Gmail. Yep, that's correct. Okay, so let's see. So you're wanting to add a newborn to the coverage. Is that correct? Yes. Okay. Babies are must to be in. Okay, so it looks like TRC Staffing is outside of their company open enrollment period, um, so unfortunately it had to be a qualified life event. So, what I have to do, I have to email you a QLE submission form email and then you would just provide documentation proving that the newborn did, um, get born and, uh, or has... Yeah, show proof that the newborn was first and then once I've- Okay. ... received that information, I can pass it along to my back office. They can review it. Uh-huh. And then once I do receive word back, I can give you a call back letting you know their response. Okay, that... Okay, that's perfect. Um, so, okay, so that... Whatever that you're sending will be through email, correct? Correct, to the email that's already- And then- ... in our file, yes. Okay, that's perfect. And then can we update those same information through email or do we, uh, yeah, send it via mailing or, uh, can we send it back to an email? Um, so you would just attach it to the email I'm sending you and then send it back to me, and then I'll forward- Okay. ... it to my back office and then have them review it. Okay, that's perfect because I'm pretty sure they're going to be asking for birth certificate and Social Security. Yes, sir. Um- But do you- Okay. Do you mind if I place you on a brief hold while I get that email set up for you? Sure. Okay. But, um, he says, um, someone who has not... Now, I'm not f.20 left him an email. He wants to wait for me. I mean, he wants to wait for me to send it. Because after four years, he needs to get back together again because he's using his own email. But whatever, you know, I don't think he's going to email, but he emailed both. So he emailed him and he emailed back and said, you cannot believe it. Yeah, maybe you should. If I may never forget my email, but they may not know that one yet. Yeah. It's up to you if you want to. And I will move on to your email. I love you so much. I can't wait to hear back again. I'll let you guys begin. I'll let you guys begin. My mind is made up. My mind is made up. Hello. Are you still there? Yeah, I'm here. Awesome. Thank you so much for holding. So I went ahead and emailed you that QLE submission form email- Mm-hmm. ... to the email that was on file. The email that you should

look out for is coming from info- Mm-hmm. That's I-N-F-O @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check the spam or check the junk folder, okay? Okay. Okay. Now, there are directions in the email. Just follow the directions in the email, include what needs to be included and then send it back to me. And then, like I said, once I do receive word back from my back office, I can give you a call back letting you know their response. All right, thank you. You're welcome. Is there anything else I could assist you with today? No, that's all. Awesome. Well, thank you for calling Benefits In A Card and I hope you have a wonderful day, okay? All right, thank you. All right, bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi, Justin. How are you doing? My name is Wilson. I'm actually sitting with, uh, Luigi right now and we're calling to add a newborn to life ins- I mean, I have Life Public to, uh, to the benefit.

Speaker speaker\_0: Okay, what's the staffing agency you work for?

Speaker speaker\_1: TRC.

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

Speaker speaker\_1: Uh, Um, I have it here. Uh, 9785.

Speaker speaker\_0: And what was the first and last name again? I'm sorry.

Speaker speaker\_1: Uh, first name is Louis Saint. Uh, L-O-U-I-S-S A-I-N-T. Uh, Durihsma is the last name. Uh, D-R-I-S-M-A. All right.

Speaker speaker\_0: And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker\_1: Um, yes. I believe it's 4025 Monte Clove Drive, Atlanta, Georgia, zip code 30349.

Speaker speaker\_0: And confirm the date of birth.

Speaker speaker\_1: Uh, November 16th, uh, 1987.

Speaker speaker\_0: And a good telephone number to have is 678-709-9616.

Speaker speaker\_1: Yes, that works.

Speaker speaker\_0: And the email I have is durihsma louie d j y4@Gmail.

Speaker speaker\_1: Yep, that's correct.

Speaker speaker\_0: Okay, so let's see. So you're wanting to add a newborn to the coverage. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Babies are must to be in.

Speaker speaker\_0: Okay, so it looks like TRC Staffing is outside of their company open enrollment period, um, so unfortunately it had to be a qualified life event. So, what I have to do, I have to email you a QLE submission form email and then you would just provide documentation proving that the newborn did, um, get born and, uh, or has... Yeah, show proof that the newborn was first and then once I've-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... received that information, I can pass it along to my back office. They can review it.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And then once I do receive word back, I can give you a call back letting you know their response.

Speaker speaker\_1: Okay, that... Okay, that's perfect. Um, so, okay, so that... Whatever that you're sending will be through email, correct?

Speaker speaker\_0: Correct, to the email that's already-

Speaker speaker\_1: And then-

Speaker speaker\_0: ... in our file, yes.

Speaker speaker\_1: Okay, that's perfect. And then can we update those same information through email or do we, uh, yeah, send it via mailing or, uh, can we send it back to an email?

Speaker speaker\_0: Um, so you would just attach it to the email I'm sending you and then send it back to me, and then I'll forward-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it to my back office and then have them review it.

Speaker speaker\_1: Okay, that's perfect because I'm pretty sure they're going to be asking for birth certificate and Social Security.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Um-

Speaker speaker\_0: But do you-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you mind if I place you on a brief hold while I get that email set up for you?

Speaker speaker\_1: Sure.

Speaker speaker\_0: Okay.

Speaker speaker\_1: But, um, he says, um, someone who has not... Now, I'm not *f.20* left him an email. He wants to wait for me. I mean, he wants to wait for me to send it. Because after four years, he needs to get back together again because he's using his own email. But whatever, you know, I don't think he's going to email, but he emailed both. So he emailed him and he emailed back and said, you cannot believe it. Yeah, maybe you should. If I may never forget my email, but they may not know that one yet. Yeah. It's up to you if you want to. And I will move on to your email. I love you so much. I can't wait to hear back again. I'll let you guys begin. I'll let you guys begin. My mind is made up. My mind is made up.

Speaker speaker\_0: Hello. Are you still there?

Speaker speaker\_1: Yeah, I'm here.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you that QLE submission form email-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... to the email that was on file. The email that you should look out for is coming from info-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: That's I-N-F-O @benefitsinacard.com. However, if you don't see it in the inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Now, there are directions in the email. Just follow the directions in the email, include what needs to be included and then send it back to me. And then, like I said, once I do receive word back from my back office, I can give you a call back letting you know their response.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits In A Card and I hope you have a wonderful day, okay?

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: All right, bye-bye.