

## **Transcript: Justin**

**Mills-6165682926960640-5013368769921024**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, I have a question about, uh, spouses on the... uh, for, for the benefits. Okay, what's the staffing agency you work for? I, I work for Creative Circle, or through Creative Circle. And the last four of your Social? 0727. And what was your first and last name? Shannon Nutter. And for security purposes, could you verify your home address, including city, state and zip code, Shannon? Uh, 4811 North St. Louis Avenue, Chicago, Illinois, uh, 60625. And your date of birth? April 23rd, 1984. And a good telephone number. I have a 614-352-4738. Yes. And the email, I have as shannon.nutter@gmail.com? Correct. Okay. How can I help you today? Um, I am not married, but I am living with, um, someone that I would like to add to my dental plan. Uh, for the dental, it says employee plus spouse. Um, would that, would I need to be married to this person for them to be able to be covered under the spouse and employee portion? Yeah. Let me check on that. I don't know if, um, Creative Circle has a domestic partnership or not. Mm-hmm. Let me verify that. Do you mind if I place you on a brief hold for a second? That's fine. Okay. Hello? Are you still there? Yes. Awesome. Thank you so much for holding. So, it looks like Creative Circle does allow domestic partnerships, but with a, um, with an affidavit. Um, so you would have to fill out an affidavit if you wanted, uh, your spouse or the domestic partner to be listed on the coverage, since y'all are not legally married just yet. Okay. Um, I guess I could email t- them about that. So, if I add... So, I could add her now, and then fill out the affidavit to make it, uh, functional? Or would I have to fill out the affidavit, affidavit first, and then redo the dental plan? Um, so you would have to fill out the affidavit first. Uh, I can send you that information, and then you would just send it back to us and then we can verify it with our back office. Okay. And then once we get the okay, I can give you a call back letting you know if the affidavit was approved or not. Uh, that's fine. Okay. Um, but the email that you should be looking out for for that affidavit email is coming from info, that's I-N-F-O, @benefitsinacard.com, okay? All right. Thank you. You're welcome. Is there anything else I could help you out with today, Shannon? That's all. Awesome. Well, you have a wonderful day, okay? All right. You, too. All right. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, I have a question about, uh, spouses on the... uh, for, for the benefits.

Speaker speaker\_1: Okay, what's the staffing agency you work for?

Speaker speaker\_2: I, I work for Creative Circle, or through Creative Circle.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 0727.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Shannon Nutter.

Speaker speaker\_1: And for security purposes, could you verify your home address, including city, state and zip code, Shannon?

Speaker speaker\_2: Uh, 4811 North St. Louis Avenue, Chicago, Illinois, uh, 60625.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: April 23rd, 1984.

Speaker speaker\_1: And a good telephone number. I have a 614-352-4738.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email, I have as shannon.nutter@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. How can I help you today?

Speaker speaker\_2: Um, I am not married, but I am living with, um, someone that I would like to add to my dental plan. Uh, for the dental, it says employee plus spouse. Um, would that, would I need to be married to this person for them to be able to be covered under the spouse and employee portion?

Speaker speaker\_1: Yeah. Let me check on that. I don't know if, um, Creative Circle has a domestic partnership or not.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Let me verify that. Do you mind if I place you on a brief hold for a second?

Speaker speaker\_2: That's fine.

Speaker speaker\_1: Okay. Hello? Are you still there?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Awesome. Thank you so much for holding. So, it looks like Creative Circle does allow domestic partnerships, but with a, um, with an affidavit. Um, so you would

have to fill out an affidavit if you wanted, uh, your spouse or the domestic partner to be listed on the coverage, since y'all are not legally married just yet.

Speaker speaker\_2: Okay. Um, I guess I could email t- them about that. So, if I add... So, I could add her now, and then fill out the affidavit to make it, uh, functional? Or would I have to fill out the affidavit, affidavit first, and then redo the dental plan?

Speaker speaker\_1: Um, so you would have to fill out the affidavit first. Uh, I can send you that information, and then you would just send it back to us and then we can verify it with our back office.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then once we get the okay, I can give you a call back letting you know if the affidavit was approved or not.

Speaker speaker\_2: Uh, that's fine.

Speaker speaker\_1: Okay. Um, but the email that you should be looking out for for that affidavit email is coming from info, that's I-N-F-O, @benefitsinacard.com, okay?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Is there anything else I could help you out with today, Shannon?

Speaker speaker\_2: That's all.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: All right. You, too.

Speaker speaker\_1: All right. Bye-bye.