

## **Transcript: Justin**

**Mills-6381337827917824-5837936283926528**

### **Full Transcript**

Thank you for calling Benefits and a Card, this... Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Mr. Justin. Um, I was wondering that, um, if I was able to enroll for health insurance due to a qualifying event, when would it be active? Um, so if you, uh, let's see. So if you recently submitted a qualified life event, um, I do know that there will be time for the back office to accept it, usually between 24 to 48 hours to accept a qualified life event. However, once you are enrolled, um, pending enrollments do take one to two weeks to go through. So there is that. Mm. You see, 'cause I'm... Well, you probably hear it, but like I'm sick now. So I'm like, yeah, it'd be great if I would enroll, but I'm like, that probably wouldn't help me in today. Like, it would help in a few weeks, right, from what you're saying? Um, correct. So if we got, if you submitted a qualified life event, there will be 24 to 48 hours to hear a response back. Okay. And then once it's approved, pending enrollments take one to two weeks to go through. Oh, Lord. Okay. Okay. Well, and what was your name, sir? My name is Justin. Uh, well, thank you for the info, Justin. Uh, have a good day. You as well. Bye-bye. Okay.

### **Conversation Format**

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

Speaker speaker\_1: Hi, Mr. Justin. Um, I was wondering that, um, if I was able to enroll for health insurance due to a qualifying event, when would it be active?

Speaker speaker\_0: Um, so if you, uh, let's see. So if you recently submitted a qualified life event, um, I do know that there will be time for the back office to accept it, usually between 24 to 48 hours to accept a qualified life event. However, once you are enrolled, um, pending enrollments do take one to two weeks to go through. So there is that.

Speaker speaker\_1: Mm. You see, 'cause I'm... Well, you probably hear it, but like I'm sick now. So I'm like, yeah, it'd be great if I would enroll, but I'm like, that probably wouldn't help me in today. Like, it would help in a few weeks, right, from what you're saying?

Speaker speaker\_0: Um, correct. So if we got, if you submitted a qualified life event, there will be 24 to 48 hours to hear a response back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then once it's approved, pending enrollments take one to two weeks to go through.

Speaker speaker\_1: Oh, Lord. Okay. Okay. Well, and what was your name, sir?

Speaker speaker\_0: My name is Justin.

Speaker speaker\_1: Uh, well, thank you for the info, Justin. Uh, have a good day.

Speaker speaker\_0: You as well. Bye-bye.

Speaker speaker\_1: Okay.