

Transcript: Justin

Mills-6451879482802176-6380033269874688

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Um, mm-hmm, I called a few weeks ago to get insurance turned off that I had applied for when I first went to Hamilton-Riker- Mm-hmm. ... and I was just wondering if I could get that back. So you want to reinstate the coverage? Yes, sir. Okay. What was the staffing agency you worked for? Goodyear. Uh, the staffing agency, not the assignment. Oh, um, Hamilton-Riker. Okay. And the last four of your social? One second... 6388. And what was your first and last name? Monica Hollins. And for security purposes, could you verify your home address, including city, state and zip code? 401 Pachuti Road, Amory, Mississippi. 3... Let... Yeah, 38821. And your date of birth? January 16th, 2005. And a good telephone number has a 662-825-3521? Yes, sir. And the email I have is mnh1162005 at gmail? Yes, sir. Okay. Um, so let's see here. Here, do you mind if I place you on a brief hold while I verify something? No, sir. Okay. Hello, are you still there, Monica? Yes, sir. Awesome. Thank you so much for holding. Um, so unfortunately I wouldn't be able to reinstate the coverage right now since you canceled the enrollment. Um, so as of right now, we're unable to reinstate the coverage that you had before. When would I be able... When would you be able to? Um, let's see. So I do know that Hamilton-Riker has a company-wide open enrollment period. Let me check on their, when that last open enrollment was. Uh, Hamilton-Riker... So it looks like Hamilton-Riker had their last open enrollment from... Hold on, let me verify that one more time. Where are you? So it looks like they had their last open enrollment from December 23rd to January 31st of this year. Um, so I presume sometime around that time later this year. Um, however, I do know that if you honestly wanted to be enrolled, you'd have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Okay. Okay. Um, well was there anything else I could help you out with today? No, sir. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? You too. All right, bye-bye. 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. Um, mm-hmm, I called a few weeks ago to get insurance turned off that I had applied for when I first went to Hamilton-Riker-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... and I was just wondering if I could get that back.

Speaker speaker_0: So you want to reinstate the coverage?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. What was the staffing agency you worked for?

Speaker speaker_1: Goodyear.

Speaker speaker_0: Uh, the staffing agency, not the assignment.

Speaker speaker_1: Oh, um, Hamilton-Riker.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: One second... 6388.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Monica Hollins.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: 401 Pachuti Road, Amory, Mississippi. 3... Let... Yeah, 38821.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 16th, 2005.

Speaker speaker_0: And a good telephone number has a 662-825-3521?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is mnh1162005 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so let's see here. Here, do you mind if I place you on a brief hold while I verify something?

Speaker speaker_1: No, sir.

Speaker speaker_0: Okay. Hello, are you still there, Monica?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Awesome. Thank you so much for holding. Um, so unfortunately I wouldn't be able to reinstate the coverage right now since you canceled the enrollment. Um, so as of right now, we're unable to reinstate the coverage that you had before.

Speaker speaker_1: When would I be able... When would you be able to?

Speaker speaker_0: Um, let's see. So I do know that Hamilton-Riker has a company-wide open enrollment period. Let me check on their, when that last open enrollment was. Uh,

Hamilton-Riker... So it looks like Hamilton-Riker had their last open enrollment from... Hold on, let me verify that one more time. Where are you? So it looks like they had their last open enrollment from December 23rd to January 31st of this year. Um, so I presume sometime around that time later this year. Um, however, I do know that if you honestly wanted to be enrolled, you'd have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Um, well was there anything else I could help you out with today?

Speaker speaker_1: No, sir.

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: You too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye-bye.