

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. Um, yes- This is Debra speaking. How may I help you? Um, yes, ma'am. I was calling, uh, because I work through Surge Staffing Company, and I was gonna see if I could still, uh, sign up to get insurance. For who... from what... Who did you say you worked for? Surge Staffing. May I have the last three digits of your Social? Um, 7891. Your first and last name? Brianna Honey. Miss Honey, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. Um, the address... Hold on one second. Mama, what's the address here? One... Uh... Two-one-nine-nine. Two-one-nine-nine County Highway 48, Bondsville, Alabama. Hello? Mm-hmm. I'm... I'm here. Okay. We have, um, a telephone number on file, 256-3992-502. Yes. And, Honey, your last name, B- 7891. I followed that from your email. Um, no. Uh, I have a different email. All right, well, just give me the new email. I broke my phone, so that's why I'm having to get all this situated. Hold on one second. It's, um... It's Honey Brianna 16 at gmail.com. Okay. Honey Brianna 16 at gmail. And, um, I may have to give y'all a different address if y'all are sending anything out, because things don't like to come to this address for some reason. Okay. So, are you... You want to enroll in the benefits, is that right? Yes, ma'am. Because I see here that you was auto enrolled in the benefits, but we have not received- Oh. ... yet any premiums for your preventive care plan. Now, if you want to add any other plans, your open enrollment period already passed. Okay, so I wouldn't be able to enroll? You're not going to be able to add anything other plans that you already have been auto enrolled. Like if you wanted to add the insulation, you won't be able to do that. Mm-hmm. You could keep that, uh, current auto enrollment. Which is for preventive care. Okay, well I'm... Okay, well I'm needing, um, like dental, so. You could cancel this plan that you were auto enrolled, um, if you would like to, but you won't be able, like I said, to enroll in anything else. Yeah, I guess we'll just cancel it and, um, I'll just try to get some insurance somewhere else. I understand. Is there anything else I could do for you? No, ma'am. So, the cancellation process does take one to two weeks for all changes to be processed. Um, we have not received yet any premium from you for it, but you would, um... If you see any deduction it might be the reason for the cancellation. Okay. Um, and the deduction is six- \$15.16, so... Um, is there anything else I could do for you? No, ma'am. All right, thank you for giving us a call. Have a great rest of the day. You too.

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 Car.

Speaker speaker_2: Um, yes-

Speaker speaker_1: This is Debra speaking. How may I help you?

Speaker speaker_2: Um, yes, ma'am. I was calling, uh, because I work through Surge Staffing Company, and I was gonna see if I could still, uh, sign up to get insurance.

Speaker speaker_1: For who... from what... Who did you say you worked for?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: May I have the last three digits of your Social?

Speaker speaker_2: Um, 7891.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Brianna Honey.

Speaker speaker_1: Miss Honey, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: Okay. Um, the address... Hold on one second. Mama, what's the address here? One... Uh...

Speaker speaker_3: Two-one-nine-nine.

Speaker speaker_2: Two-one-nine-nine County Highway 48, Bondsville, Alabama. Hello?

Speaker speaker_1: Mm-hmm. I'm... I'm here.

Speaker speaker_2: Okay.

Speaker speaker_1: We have, um, a telephone number on file, 256-3992-502.

Speaker speaker_2: Yes.

Speaker speaker_1: And, Honey, your last name, B- 7891. I followed that from your email.

Speaker speaker_2: Um, no. Uh, I have a different email.

Speaker speaker_1: All right, well, just give me the new email.

Speaker speaker_2: I broke my phone, so that's why I'm having to get all this situated. Hold on one second. It's, um... It's Honey Brianna 16 at gmail.com.

Speaker speaker_1: Okay. Honey Brianna 16 at gmail.

Speaker speaker_2: And, um, I may have to give y'all a different address if y'all are sending anything out, because things don't like to come to this address for some reason.

Speaker speaker_1: Okay. So, are you... You want to enroll in the benefits, is that right?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Because I see here that you was auto enrolled in the benefits, but we have not received-

Speaker speaker_2: Oh.

Speaker speaker_1: ... yet any premiums for your preventive care plan. Now, if you want to add any other plans, your open enrollment period already passed.

Speaker speaker_2: Okay, so I wouldn't be able to enroll?

Speaker speaker_1: You're not going to be able to add anything other plans that you already have been auto enrolled. Like if you wanted to add the insulation, you won't be able to do that.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You could keep that, uh, current auto enrollment. Which is for preventive care.

Speaker speaker_2: Okay, well I'm... Okay, well I'm needing, um, like dental, so.

Speaker speaker_1: You could cancel this plan that you were auto enrolled, um, if you would like to, but you won't be able, like I said, to enroll in anything else.

Speaker speaker_2: Yeah, I guess we'll just cancel it and, um, I'll just try to get some insurance somewhere else.

Speaker speaker_1: I understand. Is there anything else I could do for you?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: So, the cancellation process does take one to two weeks for all changes to be processed. Um, we have not received yet any premium from you for it, but you would, um... If you see any deduction it might be the reason for the cancellation.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, and the deduction is six- \$15.16, so... Um, is there anything else I could do for you?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: All right, thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.