

Transcript: Priscilla

Torrales-5953109275099136-5543913949937664

Full Transcript

Good afternoon. Thank you for calling Benefits in a Car. My name is Priscilla Hood. I have the pleasure of speaking to: Uh, yes, ma'am. This is, uh, Joe May Singleton. Hello. Can you hear me? Uh, yeah. So I'm, I'm employed through MAU, and, uh, they gave me this number to sorta call 'cause I had some questions about, uh, the insurance that they offer. Sure, no, sounds good. Um, if you don't mind, uh, providing me your last, uh, four digits of his social security number, please. 5598. Okay. All right. And what was your first name, once again? Joe May. J-O-E M-A-I. Joe May. Okay. Bear with me one second. Thank you. And for our security purposes and to assure I'm on the correct file, can you please verify your full address and date of birth, please? It's gonna be 105 Audrey Lane in Greenville, South Carolina, 29615. Okay. And I have- And then, uh, birth date. Uh-huh. I'm sorry. Go ahead. No, you're fine. Go ahead. For the birth date. Uh, 04/10/2001. Okay. And I have, just to confirm, a phone number here. Area code 864-501-7645. Yes, ma'am. And I have an email under joemayfuture@gmail.com. Yes, ma'am. All right. How can I assist you, just to confirm, for your benefit? Uh, yeah, no, I sorta just had a, um, a question as far as the enrollment. Uh-huh. Um, so I wasn't able or I, I, there was no need for me to apply for the insurance at the last enrollment period through my employer, but, um, me and my, my girlfriend recently figured out that, uh, we're pregnant, and I was wondering, is there any way that I could still enroll into the insurance with y'all or is that not allowed? 'Cause I remember the MAU lady was talking that when you have a baby, uh, after the birth, that's when it, it's, it usually works? Or how does, how does that work? Yes. It's only... Yes. It's only when the baby is born if the baby was born in the last 30 days. That's when, uh, it, your coverage could start working for that. Okay. So there's nothing really that, that I can do to, to, I guess, uh, apply or even get the insurance right now? Hmm. Not at the moment, until the baby's born. Yes. Okay. Or the c- Uh-huh. Or the company could go ahead and, um, send all that. Let me see. Yeah. So only within the 30 days after the baby's born. Yeah. Beforehand, since she's expecting and you guys just recently found out, yeah, it's just not gonna... Your coverage would not... If you wanna sign up for that, it won't take effect. Okay. Uh, is there any... I guess, is there any suggestion that you would sort of have as far as a, a insurance carrier that... Or is that just typical through all, all insurances, or how does that work? I'm sorry. Yes. About our company, we don't know about any other companies in general. Just with our company, that's, uh, that's our regulator rules here we have here with us. Um, that's how it works, but other companies, I cannot say. Um... Okay. Mm-hmm. But do you, uh, we do have here, um... Just wanted to ask you, do you, do you have a benefits, um, guide with you to look over? Um... Uh, yeah. Okay. I got, um, the packet that was given to me, uh, 30 days- Okay. Well, just simply ask... Yeah, I was just simply just giving, you know, uh, recommendation, just like when, once the baby's born and everything, you can look over once again, but since right now you cannot enroll into anything

until the baby's born. Okay. That makes sense. Okay. All right. And anything else I can help you with, sir? Uh, no, ma'am. That's, that's all the questions I had. Thank you. All right. Thank you. Have a wonderful day and thank you for calling Benefits in a Car. Of course. Thank you too. Have a good one. Mm-hmm. You too. Bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Car. My name is Priscilla Hood. I have the pleasure of speaking to:

Speaker speaker_1: Uh, yes, ma'am. This is, uh, Joe May Singleton.

Speaker speaker_0: Hello. Can you hear me?

Speaker speaker_1: Uh, yeah. So I'm, I'm employed through MAU, and, uh, they gave me this number to sorta call 'cause I had some questions about, uh, the insurance that they offer.

Speaker speaker_0: Sure, no, sounds good. Um, if you don't mind, uh, providing me your last, uh, four digits of his social security number, please.

Speaker speaker_1: 5598.

Speaker speaker_0: Okay. All right. And what was your first name, once again?

Speaker speaker_1: Joe May. J-O-E M-A-I.

Speaker speaker_0: Joe May. Okay. Bear with me one second. Thank you. And for our security purposes and to assure I'm on the correct file, can you please verify your full address and date of birth, please?

Speaker speaker_1: It's gonna be 105 Audrey Lane in Greenville, South Carolina, 29615.

Speaker speaker_0: Okay. And I have-

Speaker speaker_1: And then, uh, birth date.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: I'm sorry. Go ahead.

Speaker speaker_0: No, you're fine. Go ahead. For the birth date.

Speaker speaker_1: Uh, 04/10/2001.

Speaker speaker_0: Okay. And I have, just to confirm, a phone number here. Area code 864-501-7645.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have an email under joemayfuture@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. How can I assist you, just to confirm, for your benefit?

Speaker speaker_1: Uh, yeah, no, I sorta just had a, um, a question as far as the enrollment.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Um, so I wasn't able or I, I, there was no need for me to apply for the insurance at the last enrollment period through my employer, but, um, me and my, my girlfriend recently figured out that, uh, we're pregnant, and I was wondering, is there any way that I could still enroll into the insurance with y'all or is that not allowed? 'Cause I remember the MAU lady was talking that when you have a baby, uh, after the birth, that's when it, it's, it usually works? Or how does, how does that work?

Speaker speaker_0: Yes. It's only... Yes. It's only when the baby is born if the baby was born in the last 30 days. That's when, uh, it, your coverage could start working for that.

Speaker speaker_1: Okay. So there's nothing really that, that I can do to, to, I guess, uh, apply or even get the insurance right now?

Speaker speaker_0: Hmm. Not at the moment, until the baby's born. Yes.

Speaker speaker_1: Okay.

Speaker speaker_0: Or the c- Uh-huh. Or the company could go ahead and, um, send all that. Let me see. Yeah. So only within the 30 days after the baby's born. Yeah. Beforehand, since she's expecting and you guys just recently found out, yeah, it's just not gonna... Your coverage would not... If you wanna sign up for that, it won't take effect.

Speaker speaker_1: Okay. Uh, is there any... I guess, is there any suggestion that you would sort of have as far as a, a insurance carrier that... Or is that just typical through all, all insurances, or how does that work? I'm sorry.

Speaker speaker_0: Yes. About our company, we don't know about any other companies in general. Just with our company, that's, uh, that's our regulator rules here we have here with us. Um, that's how it works, but other companies, I cannot say. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm. But do you, uh, we do have here, um... Just wanted to ask you, do you, do you have a benefits, um, guide with you to look over? Um...

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: I got, um, the packet that was given to me, uh, 30 days-

Speaker speaker_0: Okay. Well, just simply ask... Yeah, I was just simply just giving, you know, uh, recommendation, just like when, once the baby's born and everything, you can look over once again, but since right now you cannot enroll into anything until the baby's born.

Speaker speaker_1: Okay. That makes sense.

Speaker speaker_0: Okay. All right. And anything else I can help you with, sir?

Speaker speaker_1: Uh, no, ma'am. That's, that's all the questions I had. Thank you.

Speaker speaker_0: All right. Thank you. Have a wonderful day and thank you for calling Benefits in a Car.

Speaker speaker_1: Of course. Thank you too. Have a good one.

Speaker speaker_0: Mm-hmm. You too. Bye.