

Transcript: Sara

Marulanda-4971654409568256-5403415148969984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits NetCard. My name is Sarah. May I have your name please? May I have what? May I have your name please? Elise Harris. I'm sorry? Elise Harris. How may I help you today, ma'am? Um, so I'm trying to get some documentation stating that I lapsed on the policy from They wanted to, um, show, they wanted to know what date, um, my policy ended. Okay. It's, it's kind of break now, but let me see if I understand what you're saying. You need to get some documentation stating when your healthcare policy ends? Yeah. Okay. Okay. May I have your state and city- Well, it should, this should be a Life policy. Okay, let me check that for you. May I have please the name of the agency that you are working with and the last four of your Social to locate you on the system? Um, I guess it's American Public Life, um, and my last four digits is 5568. 5568. And American Public Life is the name of the, the carrier of the insurance. I need the name of the temporary agency that you was working with, uh, the, your employer. I didn't get this through an employer. I, I didn't get it through an employer. This... So how did you get the, the, the insurance a- through? Um, I believe I got it through American Public Life. Somebody, a agent sold it to me. I don't know, I just got off the phone with them and they transferred me over here to you. Okay. Um, we are the healthcare administrators for staffing companies. Um, if you get insured under us, that must be through a company, through a temporary agency because the deductions are made from your paycheck. So if you was e-enrolled directly with APL, with American Public Life, um, I don't know how that work. I don't know how you did it probably directly with them? Hello, ma'am? Um, I'm not sure either. Yeah, I'm not sure either. I'll figure it out. Thank you. You're more than welcome, ma'am. Have a great day. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits NetCard. My name is Sarah. May I have your name please? May I have what? May I have your name please? Elise Harris. I'm sorry? Elise Harris. How may I help you today, ma'am? Um, so I'm trying to get some documentation stating that I lapsed on the policy from They wanted to, um, show, they wanted to know what date, um, my policy ended. Okay. It's, it's kind of break now, but let me see if I understand what you're saying. You need to get some documentation stating when your healthcare policy ends? Yeah. Okay. Okay. May I have your state and city- Well, it should, this should be a Life policy. Okay, let me check that for you. May I have please the name of the agency that you are working with and the last four of your Social to locate you on the system? Um, I guess it's

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