

## **Transcript: Sara**

**Marulanda-5014182672416768-5384383972720640**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? My name is Alvin Edwards. Hello, Mr. Edwards. How may I help you? Yeah, uh, I recently got married in August, and I've tried... I mean, I, I added, I submitted the information to add my wife to my policy, but I haven't received any feedback or anything saying, okay, you know, she's on my policy. Okay, let me check that for you. May I have the name of the agency that you are working with and the last four of your Social? Adept HR, and the last four is 4305. Alvin Edwards. And just for security purposes, can you please verify your address and date of birth? 1901 Kingstown Drive, Apartment 61, Savannah, Georgia, 31404. 08/26/1975. And is your email alvined- alvinedward76@yahoo.com? Yes, ma'am. Or number 710-2288? Yes, ma'am. Thank you very much. Okay, give me just a minute while I check the, the notes here, okay? Okay, it says that QLE is denied as if, uh, it was submi- it was not submitted within the 30 days of the event. Uh, they tried to reach you on the 29th about that. I never- So- I never got any, um- They make an- I never got anything. They make an outbound call. Ma'am? Yes. Um, I'm explaining you. They make an outbound call to inform you that, uh, the QLE was denied, but I don't know if you received a call or, I mean, if you answered the call or if they left a message. There is no information about that here, but what it says is that it was denied because your, uh, the submission of the documents was out of the 30 days since the event, since the marriage. Because it was... Mm. See, I went through this. Okay. All right. Yeah. Okay. The thing is that for- Mm-hmm. Oh, okay. Sorry. Ma'am- You're more than welcome. Now, I was explaining once, as you get married, you have to submit the documents during the, the first 30 days. After 30 days, you're not eligible. Okay. So when can I, when can I put her on my, uh, insurance? All right. Let me check that for you. Give me just one minute. Adept. Give me just a minute. I'm opening some systems here. Okay. The next company open enrollment period will be December the 18th to Fe- February the 23rd. So between December- Okay. ... like ending December to February, you, your company has open enrollment. That's the time of the year when you can make any changes, add dep- dep-dependents. I mean... Okay. So ending December- Okay. I'll be- ... to February. Okay? Okay. All right. So- Well, thank you. Other than that, Mr. Alvin, is there anything else that I can help you with? Uh, no, ma'am. That'll be all. All right. Have a, have a great day, sir- Thank you. ... and thank you for calling Benet- Benefits in a Card. Okay. Thank you. Bye-bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes.

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Alvin Edwards. And just for security purposes, can you please verify your address and date of birth? 1901 Kingstown Drive, Apartment 61, Savannah, Georgia, 31404. 08/26/1975. And is your email alvined- alvinedward76@yahoo.com? Yes, ma'am. Or number 710-2288? Yes, ma'am. Thank you very much. Okay, give me just a minute while I check the, the notes here, okay? Okay, it says that QLE is denied as if, uh, it was submi- it was not submitted within the 30 days of the event. Uh, they tried to reach you on the 29th about that. I never- So- I never got any, um- They make an- I never got anything. They make an outbound call. Ma'am? Yes. Um, I'm explaining you. They make an outbound call to inform you that, uh, the QLE was denied, but I don't know if you received a call or, I mean, if you answered the call or if they left a message. There is no information about that here, but what it says is that it was denied because your, uh, the submission of the documents was out of the 30 days since the event, since the marriage. Because it was... Mm. See, I went through this. Okay. All right. Yeah. Okay. The thing is that for- Mm-hmm. Oh, okay. Sorry. Ma'am- You're more than welcome. Now, I was explaining once, as you get married, you have to submit the documents during the, the first 30 days. After 30 days, you're not eligible. Okay. So when can I, when can I put her on my, uh, insurance? All righty. Let me check that for you. Give me just one minute.

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