

Transcript: Sara

Marulanda-5958910750441472-5568546004746240

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Good morning, may I speak with Kyle Brian Alexander? Uh, oh, yeah, ma'am. I'm right here. Hello, Mr. Alexander. Right in the center. Then okay, thank you. This is Benefits in a Car calling on behalf of MAU Staffing. Uh, we talked yesterday about your, uh, healthcare, um, coverage cancellation. Mm. Yeah, ma'am. Okay. Um, they say there's, uh, two things... well, one thing that we can do because you are out of the... your Personal Open Enrollment Period. What we can do is treat this as a Qualified Life Event, because you have another insurance, right? Mm-hmm. Okay. So what I gonna do is I gonna... I'm sending you right now an email. That email is called a Qualified Life Event. Uh, j- uh, we just need you to please send us some proof of the other insurance. All right. I got you. Well, I'm at work right now so, uh, I'll send it over to you when I get off. I get off at 3:30. Sure, sir. Sure. Um, I'll just send it to you. Just send it whenever is best for you. Uh, but- Okay. ... it need to be sent before 30 days, okay? Okay. Uh- Um- ... where, where do you want me to send it to, this number or something? Or email it? You just, uh, uh, attach the documents, uh, needed. There is a list of- Oh, email it to you. ... documents in that email and just send it again. Yes, sir. Okay. All right. Thank you. All right. You're more than welcome. Have a great day. All right. You too. Thank you. Bye-bye.

Conversation Format

Speaker None: Hello. Your call may be monitored or recorded for quality assurance purposes. Good morning, may I speak with Kyle Brian Alexander? Uh, oh, yeah, ma'am. I'm right here. Hello, Mr. Alexander. Right in the center. Then okay, thank you. This is Benefits in a Car calling on behalf of MAU Staffing. Uh, we talked yesterday about your, uh, healthcare, um, coverage cancellation. Mm. Yeah, ma'am. Okay. Um, they say there's, uh, two things... well, one thing that we can do because you are out of the... your Personal Open Enrollment Period. What we can do is treat this as a Qualified Life Event, because you have another insurance, right? Mm-hmm. Okay. So what I gonna do is I gonna... I'm sending you right now an email. That email is called a Qualified Life Event. Uh, j- uh, we just need you to please send us some proof of the other insurance. All right. I got you. Well, I'm at work right now so, uh, I'll send it over to you when I get off. I get off at 3:30. Sure, sir. Sure. Um, I'll just send it to you. Just send it whenever is best for you. Uh, but- Okay. ... it need to be sent before 30 days, okay? Okay. Uh- Um- ... where, where do you want me to send it to, this number or something? Or email it? You just, uh, uh, attach the documents, uh, needed. There is a list of- Oh, email it to you. ... documents in that email and just send it again. Yes, sir. Okay. All right. Thank you. All right. You're more than welcome. Have a great day. All right. You too. Thank you. Bye-bye.