

## **Transcript: Sara**

**Marulanda-6413425484185600-6440444116811776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? My name is Angela. Hello, Ms. Angela. How may I help you? Yeah. So recently I, we've had a life-changing experience where my husband's, um, insurance wasn't canceled, was canceled and I need to add him to mine. Okay. Let me check your account. May I have please the name of the agency that you are working with and the last four of your Social? TRC, it's, um, 2999. Thank you very much, um, Ms. Angela Ellsworth, and just for security purposes, can you please verify your address and date of birth? Um, address is 2106 Fonz Street, Philadelphia, PA, 19512. Date of birth is 5-31-1971. Okay. You say 201, 2106 Fonz Street? Yes. Okay. We're missing that part. Street. And is your email ajanes92@gmail.com? Correct. And is your phone number 724886098? Correct. Okay, ma'am. Thank you. Uh, so you need a Qualify Life Event email. Is that correct? Yeah. I tried to submit, like I received an email and I tried to resubmit, like, he finally got his letter. It happened on October the 10th, and he finally got the letter, so I was trying to submit it, but it kept saying it that it wasn't attached. But I, it was like he sent, you know, he, we took a picture of it. And so they keep saying it wasn't submitted, but I did submit it a couple times. But if you could send me another email and then I could attach it. Okay, sure. We have something here. Uh, Oh, busy call member to confirm documents sent from QLE does not show what beneficiary's spouse last, uh, they left a message. Yeah, no, I submitted it- Oh. ... just like yesterday. Oh, okay. Okay. Again, I'm just trying to, um, read the whole note. Give me just one minute. No worries. That's fine. Thank you. Okay. So, let me send you... Qualify Life Event. Okay. I just sent it. Can you check your email? Yeah. See if you have received it, please. Thank you. Yeah, I just got it. Okay. Perfect. So just send, attach it to that email and send it back. Um, um, well, that's gonna be, that email is going to another, uh, inbox. Okay. So once you review that, uh, we will be getting in touch with you. All right. Thank you so much. You're more than welcome, ma'am. Uh, do you have any other questions for us? No, that's all. Thank you. I appreciate your help. All right, Ms. Ellsworth. Thank you for calling Benefits in a Card. Have a wonderful day. All right. Thank you. Bye. Okay. Goodbye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? My name is Angela. Hello, Ms. Angela. How may I help you? Yeah. So recently I, we've had a life-changing experience where my husband's, um, insurance wasn't canceled,

was canceled and I need to add him to mine. Okay. Let me check your account. May I have please the name of the agency that you are working with and the last four of your Social? TRC, it's, um, 2999. Thank you very much, um, Ms. Angela Ellsworth, and just for security purposes, can you please verify your address and date of birth? Um, address is 2106 Fonz Street, Philadelphia, PA, 19512. Date of birth is 5-31-1971. Okay. You say 201, 2106 Fonz Street? Yes. Okay. We're missing that part. Street. And is your email ajanes92@gmail.com? Correct. And is your phone number 724886098? Correct. Okay, ma'am. Thank you. Uh, so you need a Qualify Life Event email. Is that correct? Yeah. I tried to submit, like I received an email and I tried to resubmit, like, he finally got his letter. It happened on October the 10th, and he finally got the letter, so I was trying to submit it, but it kept saying it that it wasn't attached. But I, it was like he sent, you know, he, we took a picture of it. And so they keep saying it wasn't submitted, but I did submit it a couple times. But if you could send me another email and then I could attach it. Okay, sure. We have something here. Uh, Oh, busy call member to confirm documents sent from QLE does not show what beneficiary's spouse last, uh, they left a message. Yeah, no, I submitted it- Oh. ... just like yesterday. Oh, okay. Okay. Again, I'm just trying to, um, read the whole note. Give me just one minute. No worries. That's fine. Thank you. Okay. So, let me send you... Qualify Life Event. Okay. I just sent it. Can you check your email? Yeah. See if you have received it, please. Thank you. Yeah, I just got it. Okay. Perfect. So just send, attach it to that email and send it back. Um, um, well, that's gonna be, that email is going to another, uh, inbox. Okay. So once you review that, uh, we will be getting in touch with you. All right. Thank you so much. You're more than welcome, ma'am. Uh, do you have any other questions for us? No, that's all. Thank you. I appreciate your help. All right, Ms. Ellsworth. Thank you for calling Benefits in a Card. Have a wonderful day. All right. Thank you. Bye. Okay. Goodbye.