

Transcript: VICTORIA

Taylor-6124569863700480-5401913094881280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card, this is Victoria. How can I help you? Uh, this is Carolyn Calhoun and I just got a text message that says I needed to call or I wouldn't have coverage next year. Okay. Uh, what's the name of the agency you work for? Crown. Crown Services, okay. Are you already enrolled into coverage with them? Yes, ma'am. Okay. If I- Let me pull up your file. Mm-hmm. What's the last four of your Social? 4701. And, I'm sorry, your first and last name? Carolyn Calhoun. Okay. Uh, do you mind verifying your address and date of birth? It's 3814 Bahama Drive, Hopkinsville, Kentucky 42240. My date of birth is 7/4/69. Phone number is 270-350-2360? Yes, ma'am. And email is O-L-V-C-R-L-7-X-7@aol.com? Correct. Okay. So, it looks like they're in open enrollment, um, right now, so if you're wanting to make any changes to your enrollment, you can do so during this time. Uh, the open enrollment will end Friday the 3rd. Um- Okay. ... if you're not wanting to make any changes, what you're already enrolled into will automatically roll over. Okay, that's fine. I just wanted to make sure I was still gonna have coverage. Gotcha. Mm-hmm. Okay, thank you. Yeah, I'm not sure why it's worded like that, but, um- I don't know either. ... yeah, as long as the plan's... As long as the plan's that you're already enrolled into is still being offered for the new year, which it is in your case, it just rolls over. Okay. Thank you so much. Mm-hmm. You're welcome. Have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card, this is Victoria. How can I help you?

Speaker speaker_2: Uh, this is Carolyn Calhoun and I just got a text message that says I needed to call or I wouldn't have coverage next year.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Crown.

Speaker speaker_1: Crown Services, okay. Are you already enrolled into coverage with them?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_2: If I-

Speaker speaker_1: Let me pull up your file.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 4701.

Speaker speaker_1: And, I'm sorry, your first and last name?

Speaker speaker_2: Carolyn Calhoun.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: It's 3814 Bahama Drive, Hopkinsville, Kentucky 42240. My date of birth is 7/4/69.

Speaker speaker_1: Phone number is 270-350-2360?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email is O-L-V-C-R-L-7-X-7@aol.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So, it looks like they're in open enrollment, um, right now, so if you're wanting to make any changes to your enrollment, you can do so during this time. Uh, the open enrollment will end Friday the 3rd. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... if you're not wanting to make any changes, what you're already enrolled into will automatically roll over.

Speaker speaker_2: Okay, that's fine. I just wanted to make sure I was still gonna have coverage.

Speaker speaker_1: Gotcha.

Speaker speaker_2: Mm-hmm. Okay, thank you.

Speaker speaker_1: Yeah, I'm not sure why it's worded like that, but, um-

Speaker speaker_2: I don't know either.

Speaker speaker_1: ... yeah, as long as the plan's... As long as the plan's that you're already enrolled into is still being offered for the new year, which it is in your case, it just rolls over.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: Mm-hmm. You're welcome. Have a wonderful day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye.