

Transcript: Estefania

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Full Transcript

Hey, good afternoon. I'm call- Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. I just got a couple of questions and if- see if y'all can do it. So I'm looking at- so I just got this insurance, so I'm trying to add my wife on to it. Okay. Um, what staff and agency do you work for? I work for Surge. And what are the last four of your Social? Uh, 24, 45. Okay. And your first and last name? Dwayne Houston. H-U-S-T-O-N. Okay. For security purposes, can you verify your address and date of birth? My birthday is 11-28-1986 and my address is 2561 Adam Street. And the city and state? Uh, Granite City- Granite City, Illinois, zip code 62040. Okay. I have 314-688-7367. Yes, ma'am. And I have waynehouston86@gmail.com. Is that up to date? You say, say that one more again? Um, I have waynehouston86@gmail.com? That is correct. Okay, let's see. And then I was gonna ask you, within the past 30 days, have you experienced a quality of life event such as a loss of benefit, gotten married, divorce, had a baby or adopted? No, ma'am. No? Okay. So unfortunately, we wouldn't be able to add her at this time, um, because the only period you're eligible to make any changes within your enrollment, such as adding a dependent, um, or- or adding new plans in general, are within the first 30 days of receiving your first check, which your last day would- would have been January the 10th, or within company open enrollment which for Surge is in the month of August. Um, so you're welcome to contact us back in August, whenever they're reopening company open enrollment. Oh, so I gotta do it in August to add her? When company's open. Correct, yeah. Um, they only allow us... Okay. So I gotta wait till August, okay. Today, you would have to do it... You say how, you say there's a certain day I gotta- Yes. ... I gotta do it? They did it last year. So there's no- Yep. 'Cause it's normally around that. Your phone kinda, uh, breaking up. So the dates might change with a- Your phone is going like in and out. Oh, I'm sorry. Can you hear me now? Yes, ma'am. Hello? Oh, yeah. Yes, ma'am. Oh, I'm sorry for that. So yeah, you would have to enroll her within company open enrollment which is held in August for Surge. And I don't have the updated dates yet, but I know they should be able to provide them to you. Last year they did it between... Up till August 26th. And so there's a, maybe one or two days. Okay. All right. Yes, sir. I will check back with you guys in August then. All right. Well, I hope you have a great day. All right. You too.

Conversation Format

Speaker speaker_0: Hey, good afternoon. I'm call- Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I just got a couple of questions and if- see if y'all can do it. So I'm looking at- so I just got this insurance, so I'm trying to add my wife on to it.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: I work for Surge.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: Uh, 24, 45.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Dwayne Houston. H-U-S-T-O-N.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: My birthday is 11-28-1986 and my address is 2561 Adam Street.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Uh, Granite City- Granite City, Illinois, zip code 62040.

Speaker speaker_0: Okay. I have 314-688-7367.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have waynehouston86@gmail.com. Is that up to date?

Speaker speaker_1: You say, say that one more again?

Speaker speaker_0: Um, I have waynehouston86@gmail.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay, let's see. And then I was gonna ask you, within the past 30 days, have you experienced a quality of life event such as a loss of benefit, gotten married, divorce, had a baby or adopted?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: No? Okay. So unfortunately, we wouldn't be able to add her at this time, um, because the only period you're eligible to make any changes within your enrollment, such as adding a dependent, um, or- or adding new plans in general, are within the first 30 days of receiving your first check, which your last day would- would have been January the 10th, or within company open enrollment which for Surge is in the month of August. Um, so you're welcome to contact us back in August, whenever they're reopening company open enrollment.

Speaker speaker_1: Oh, so I gotta do it in August to add her?

Speaker speaker_0: When company's open. Correct, yeah. Um, they only allow us...

Speaker speaker_1: Okay. So I gotta wait till August, okay.

Speaker speaker_0: Today, you would have to do it...

Speaker speaker_1: You say how, you say there's a certain day I gotta-

Speaker speaker_0: Yes.

Speaker speaker_1: ... I gotta do it?

Speaker speaker_0: They did it last year. So there's no-

Speaker speaker_1: Yep.

Speaker speaker_0: 'Cause it's normally around that.

Speaker speaker_1: Your phone kinda, uh, breaking up.

Speaker speaker_0: So the dates might change with a-

Speaker speaker_1: Your phone is going like in and out.

Speaker speaker_0: Oh, I'm sorry. Can you hear me now?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Hello? Oh, yeah.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Oh, I'm sorry for that. So yeah, you would have to enroll her within company open enrollment which is held in August for Surge. And I don't have the updated dates yet, but I know they should be able to provide them to you. Last year they did it between... Up till August 26th. And so there's a, maybe one or two days.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I will check back with you guys in August then.

Speaker speaker_0: All right. Well, I hope you have a great day.

Speaker speaker_1: All right. You too.