

## **Transcript: Estefania**

**Acevedo-6128614159204352-4691979978719232**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I need to enroll in benefits. Okay. What staffing agency do you work for? Crown Staffing. Okay. And, and then what are the last four of your social? 2090. For security purposes, can you verify your address and date of birth? 122 Lois Lane, Hanover, Indiana, 47243, 73191. Okay, thank you. And then, um, do you still have the same number of 812-292-4741? Yes. Okay. Um, when, how long have you been with them? Uh, so I have been with them since November, but my kids recently lost health insurance, so I was using that as a life event to sign up. Okay. Okay, yeah, 'cause I was about to tell you, you're outside of your personal open enrollment and company open enrollment. Um, I would have to send you a quality life event email request some documents stating that you lost coverage 30 days from that quality life event. So, you must provide all docs within 30 days of that quality life event. Okay? Um, is that a good email to send it to, JCandle9308@gmail.com? Yes. Okay, so you just, um, paste and then send whatever information you got stating that you lost coverage, and then send it back to us. Main office will review it, let me know and then from there I'll give you a call and let you know if you are eligible or not, um, to enroll. Um, I'm gonna go ahead and send that to your email. Can you hold and then I'm gonna get you to verify that you did indeed receive it? Okay. Okay. I'll be right back. Give me one second. All right. You might verify that you received that email. It should come from an email that says info@benefitsinacard.com. And if you don't see it right away, I would also check your spam and junk file. Yes, I have it. Okay. So, if you're hoping to enroll in benefits and you have recently experienced a quality life event, send this document showing proof of the life event. Please note that information must be provided within 30 days of the life event. And then like I said, they'll review it once you've sent all of that and they'll actually let me know and then I'll give you a call and let you know if you are eligible. Okay. Is that a good number to reach you at, 812-292-4741? Yes. All right. I'll be giving you a call. All right. Thank you. Thank you. Have a nice day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, I need to enroll in benefits.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: Crown Staffing.

Speaker speaker\_0: Okay. And, and then what are the last four of your social?

Speaker speaker\_1: 2090.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 122 Lois Lane, Hanover, Indiana, 47243, 73191.

Speaker speaker\_0: Okay, thank you. And then, um, do you still have the same number of 812-292-4741?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, when, how long have you been with them?

Speaker speaker\_1: Uh, so I have been with them since November, but my kids recently lost health insurance, so I was using that as a life event to sign up.

Speaker speaker\_0: Okay. Okay, yeah, 'cause I was about to tell you, you're outside of your personal open enrollment and company open enrollment. Um, I would have to send you a quality life event email request some documents stating that you lost coverage 30 days from that quality life event. So, you must provide all docs within 30 days of that quality life event. Okay? Um, is that a good email to send it to, JCandle9308@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so you just, um, paste and then send whatever information you got stating that you lost coverage, and then send it back to us. Main office will review it, let me know and then from there I'll give you a call and let you know if you are eligible or not, um, to enroll. Um, I'm gonna go ahead and send that to your email. Can you hold and then I'm gonna get you to verify that you did indeed receive it?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. I'll be right back. Give me one second. All right. You might verify that you received that email. It should come from an email that says info@benefitsinacard.com. And if you don't see it right away, I would also check your spam and junk file.

Speaker speaker\_1: Yes, I have it.

Speaker speaker\_0: Okay. So, if you're hoping to enroll in benefits and you have recently experienced a quality life event, send this document showing proof of the life event. Please note that information must be provided within 30 days of the life event. And then like I said, they'll review it once you've sent all of that and they'll actually let me know and then I'll give you a call and let you know if you are eligible.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is that a good number to reach you at, 812-292-4741?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I'll be giving you a call.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_1: You too. Bye.