

## Transcript: Estefania

**Acevedo-6654307067412480-4957768745926656**

### Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I was calling, um... I recently got married and I was hoping to add my husband to, uh, life insurance. Okay. Um, what staffing agency do you work for? Oxford pro- uh, Global Resources. And then the last four of your social? Three, four, nine, five. For security purposes, can you verify your address and date of birth? 1309 Korokke Lane, Round Rock, Texas, 78664. And 92793. And then I have... 619-519-0105. That's your phone number? Yes. It is. And then, what's a good email? Um, it's my first name, Tamoya. HendersonConsulting@gmail.com. Okay. Thank you. And then, uh, you said you were trying to add him to your Term Life? Uh, to my health insurance. Mokay. Um, give me one second. So, since you're outside your personal open enrollment and company open enrollment, I would have to send you a quality life event email requesting document stating how long it has been since you got, guys got married. How long has it been? Um, we got our marriage certificate end of March. Uh, the wedding date was 4/25. It was last Friday. Okay. Um, because all docs must be provided within 30 days of that quality life event. So, I'm gonna send you that email and the main office is actually the one who reviews it to see if you're eligible for the enrollment. Okay. Thank- Okay? So- Uh, they should be able... Yep. Okay. So, I'mma send that email to you. Then you just email it back to us and they'll review it. It typically takes like 24 hours for them to get back to me and then they'll notify me if you are eligible or not for the enrollment. And I'll be giving you a call back. Um, but let me go ahead and email that to your email file. Um, can I put you on a brief hold while I send you that over? Yes. Okay. I'll be right back. Okay. I went ahead and emailed that to you. Can you please verify that you received it? Yes. Give me one second. Yes. I got it. Okay. So, just please know that all information must be provided within 30 days of the life event. Okay? Um, so you just gotta- Okay. ... send over documents and then they'll just review it and notify me. Um, is that a good contact number to reach you at? 619-519-0105. Yes. Okay. Well, as soon as I know a response, I'll be giving you a call back. And if for some reason you don't answer, I will be leaving you a voice message notifying you what I got informed and requesting a call back. Okay. Sounds good. Thank you so much. And then, um, once the, once it's verified and you call back, how long does it typically take? It typically takes, um, like one or two weeks for... Well, it typically takes seven to 10 business days for any changes to be made. Okay. So, it might take maybe like one or two weeks for... If he, if he does get approved for that new level of coverage to go into effect. But you'll see it, um, once that new deduction goes in hand. So, let's say it's like \$40 once you add him or something like that. Mm-hmm. Then once you see that very first new deduction, the following Monday, the coverage goes into effect. Okay. Sounds good. Thank you so much. I'll get that emailed over this afternoon. Okay. Well, I hope you have a great day. Thank you for your time. Thanks.

## 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: Hi. I was calling, um... I recently got married and I was hoping to add my husband to, uh, life insurance.

Speaker speaker\_0: Okay. Um, what staffing agency do you work for?

Speaker speaker\_1: Oxford pro- uh, Global Resources.

Speaker speaker\_0: And then the last four of your social?

Speaker speaker\_1: Three, four, nine, five.

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

Speaker speaker\_1: 1309 Korokke Lane, Round Rock, Texas, 78664. And 92793.

Speaker speaker\_0: And then I have... 619-519-0105. That's your phone number?

Speaker speaker\_1: Yes. It is.

Speaker speaker\_0: And then, what's a good email?

Speaker speaker\_1: Um, it's my first name, Tamoya. HendersonConsulting@gmail.com.

Speaker speaker\_0: Okay. Thank you. And then, uh, you said you were trying to add him to your Term Life?

Speaker speaker\_1: Uh, to my health insurance.

Speaker speaker\_0: Mokay. Um, give me one second. So, since you're outside your personal open enrollment and company open enrollment, I would have to send you a quality life event email requesting document stating how long it has been since you got, guys got married. How long has it been?

Speaker speaker\_1: Um, we got our marriage certificate end of March. Uh, the wedding date was 4/25. It was last Friday.

Speaker speaker\_0: Okay. Um, because all docs must be provided within 30 days of that quality life event. So, I'm gonna send you that email and the main office is actually the one who reviews it to see if you're eligible for the enrollment.

Speaker speaker\_1: Okay. Thank-

Speaker speaker\_0: Okay? So-

Speaker speaker\_1: Uh, they should be able... Yep.

Speaker speaker\_0: Okay. So, I'mma send that email to you. Then you just email it back to us and they'll review it. It typically takes like 24 hours for them to get back to me and then they'll notify me if you are eligible or not for the enrollment. And I'll be giving you a call back. Um, but let me go ahead and email that to your email file. Um, can I put you on a brief hold while I send you that over?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I'll be right back. Okay. I went ahead and emailed that to you. Can you please verify that you received it?

Speaker speaker\_1: Yes. Give me one second. Yes. I got it.

Speaker speaker\_0: Okay. So, just please know that all information must be provided within 30 days of the life event. Okay? Um, so you just gotta-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... send over documents and then they'll just review it and notify me. Um, is that a good contact number to reach you at? 619-519-0105.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Well, as soon as I know a response, I'll be giving you a call back. And if for some reason you don't answer, I will be leaving you a voice message notifying you what I got informed and requesting a call back.

Speaker speaker\_1: Okay. Sounds good. Thank you so much. And then, um, once the, once it's verified and you call back, how long does it typically take?

Speaker speaker\_0: It typically takes, um, like one or two weeks for... Well, it typically takes seven to 10 business days for any changes to be made.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, it might take maybe like one or two weeks for... If he, if he does get approved for that new level of coverage to go into effect. But you'll see it, um, once that new deduction goes in hand. So, let's say it's like \$40 once you add him or something like that.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Then once you see that very first new deduction, the following Monday, the coverage goes into effect.

Speaker speaker\_1: Okay. Sounds good. Thank you so much. I'll get that emailed over this afternoon.

Speaker speaker\_0: Okay. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_1: Thanks.