

## **Transcript: Francesca**

**Baez-4694282114351104-5027888498130944**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Um, hi. I'm calling to possibly enroll. Um... Can we just take a look and see if you're eligible? Which staffing company do you work with? Um, Care Builders. What are the last four of the Social? 9459. And the last name? Brown. Please verify the mailing address and date of birth. 206 South 12th Avenue, Maywood, Illinois, 60153. And date of birth is 4/6/1996. We have best contact 630-886-3572? Yes. Can we show your email down as mazie963, I mean, 68@gmail.com? Yes. Within the last 30 days, did you lose coverage with another insurance company by any chance? No. Have you gotten married or divorced which caused you to lose benefits within the last 30 days? No. So currently, you're not eligible for the enrollment due to the fact that you don't have an open enrollment period or a qualified life event. Your staffing company doesn't hold their company open enrollment period till the month of December, unfortunately. So it won't be till December that you'll be able to enroll into their insurance. Uh, but they didn't tell me about the insurance when I first started with them. They didn't... I thought I had to wait 30 days. I mean, I had to wait, um, for a three-month waiting period to be able to enroll in benefits. So that usually only applies when you're working with an actual company instead of a staffing company. Mm-hmm. I do apologize for the inconvenience- This is a- ... of you losing the window, but there isn't anything that we can do at the moment, unfortunately. Okay, so is my, is my current insurance that I have ending, then I can enroll with you all? You don't have any insurance at the moment with Care Builders, ma'am. I know, but I have, I have insurance still through a, through another company that I work for. It hasn't ended yet. Okay, so once that one ends, you can call back and see if you qualify for a qualified life event. Okay, thank you. Have a great day. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Um, hi. I'm calling to possibly enroll. Um...

Speaker speaker\_0: Can we just take a look and see if you're eligible? Which staffing company do you work with?

Speaker speaker\_1: Um, Care Builders.

Speaker speaker\_0: What are the last four of the Social?

Speaker speaker\_1: 9459.

Speaker speaker\_0: And the last name?

Speaker speaker\_1: Brown.

Speaker speaker\_0: Please verify the mailing address and date of birth.

Speaker speaker\_1: 206 South 12th Avenue, Maywood, Illinois, 60153. And date of birth is 4/6/1996.

Speaker speaker\_0: We have best contact 630-886-3572?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can we show your email down as mazie963, I mean, 68@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Within the last 30 days, did you lose coverage with another insurance company by any chance?

Speaker speaker\_1: No.

Speaker speaker\_0: Have you gotten married or divorced which caused you to lose benefits within the last 30 days?

Speaker speaker\_1: No.

Speaker speaker\_0: So currently, you're not eligible for the enrollment due to the fact that you don't have an open enrollment period or a qualified life event. Your staffing company doesn't hold their company open enrollment period till the month of December, unfortunately. So it won't be till December that you'll be able to enroll into their insurance.

Speaker speaker\_1: Uh, but they didn't tell me about the insurance when I first started with them. They didn't... I thought I had to wait 30 days. I mean, I had to wait, um, for a three-month waiting period to be able to enroll in benefits.

Speaker speaker\_0: So that usually only applies when you're working with an actual company instead of a staffing company.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: I do apologize for the inconvenience-

Speaker speaker\_1: This is a-

Speaker speaker\_0: ... of you losing the window, but there isn't anything that we can do at the moment, unfortunately.

Speaker speaker\_1: Okay, so is my, is my current insurance that I have ending, then I can enroll with you all?

Speaker speaker\_0: You don't have any insurance at the moment with Care Builders, ma'am.

Speaker speaker\_1: I know, but I have, I have insurance still through a, through another company that I work for. It hasn't ended yet.

Speaker speaker\_0: Okay, so once that one ends, you can call back and see if you qualify for a qualified life event.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Have a great day.

Speaker speaker\_1: Thank you.