

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, I need to see about adding my husband onto my vision insurance. Okay, we can take a look and see if you're eligible. What are the last four of your Social and the staffing company you work with? Uh, it's, uh, 8676 is the last four of my Social, and it's through Quality Inn through Hamilton Riker. And your last name, please. Wilson. Could you please verify your mailing address and date of birth for security purposes? It's 411 Powell Street, Paris, Tennessee 38242. My date of birth is 12-11-76. We show the best phone number to reach you down as 731-333-2972, same as the one you're called on? Wha- What was it now? Yes, ma'am. We show the best phone number to contact you down as 731-333-2972, same as the one you're calling on? Yes, ma'am. And we have your email down as your first name minus LA wilson2022 at gmail.com? Yes. Okay. So you're unable to add your spouse to the policy at the moment just due to the fact that you need either an open enrollment or a qualified life event to do so. Um, however, your company is gonna have their company open enrollment period from December 23rd to January 31, 2025. December 23rd to when? To January 31st, 2021. 31st. Mm-hmm. And then if... Sorry. And then if you call, um, before January 6th of next year, you'll be able to add him. The only thing is his policy won't be effective till January 6th- So- ... if you involve him. So his, his won't go into effect until, until January 6th? Yes, ma'am. So if you call after December 23rd before January 6th to add him to the policy, his coverage won't be effective till January 6th. Okay. Okay. I gotcha. So open enrollment starts on the 23rd of January? No, of December. Oh, that's right. I've got it written down. Don't know why I say January. Dec- December 23rd- ... to January 31st is the open enrollment. Yes, ma'am, that's okay. Mm-hmm. It's 2021. Oh, okay. I, it is? All right, honey, I appreciate it. Of course. Do you need a copy of the current benefit guide, um, to have? Uh, yeah, im- yeah, can you send me that of what all, um, like it covers, uh, which I know his, his will be the same as mine though, won't it, once I add him? Yes, ma'am. That is correct. Okay, yeah, 'cause this, it's, it's, it's definitely pretty, pretty good. So, but yeah, I wanna, yeah, if you can send, e- email that to me so I can go over it. Of course, it could change, um, just 'cause sometimes when the companies have a company open enrollment period, they might add or change prices. Okay. Um, but essentially it should still be the same. But when you call- Okay. ... in on the 23rd, they'll be able, if you ask them if there's any new benefits or anything being offered, they'll be able to advise you on it. Okay, awesome. That sounds good. All right. I've sent that to you. You'll be receiving it from our office email, which is info@benefitsinacar- Okay. ... and it will be titled Benefit Guide. Okay. I appreciate it, hon. Sure thing. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for your time today. You too. Thank you. And bye-bye. Mm-hmm. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, I need to see about adding my husband onto my vision insurance.

Speaker speaker_1: Okay, we can take a look and see if you're eligible. What are the last four of your Social and the staffing company you work with?

Speaker speaker_2: Uh, it's, uh, 8676 is the last four of my Social, and it's through Quality Inn through Hamilton Riker.

Speaker speaker_1: And your last name, please.

Speaker speaker_2: Wilson.

Speaker speaker_1: Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker_2: It's 411 Powell Street, Paris, Tennessee 38242. My date of birth is 12-11-76.

Speaker speaker_1: We show the best phone number to reach you down as 731-333-2972, same as the one you're called on?

Speaker speaker_2: Wha- What was it now?

Speaker speaker_1: Yes, ma'am. We show the best phone number to contact you down as 731-333-2972, same as the one you're calling on?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And we have your email down as your first name minus LA wilson2022 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're unable to add your spouse to the policy at the moment just due to the fact that you need either an open enrollment or a qualified life event to do so. Um, however, your company is gonna have their company open enrollment period from December 23rd to January 31, 2025.

Speaker speaker_2: December 23rd to when?

Speaker speaker_1: To January 31st, 2021.

Speaker speaker_2: 31st.

Speaker speaker_1: Mm-hmm. And then if... Sorry. And then if you call, um, before January 6th of next year, you'll be able to add him. The only thing is his policy won't be effective till January 6th-

Speaker speaker_2: So-

Speaker speaker_1: ... if you involve him.

Speaker speaker_2: So his, his won't go into effect until, until January 6th?

Speaker speaker_1: Yes, ma'am. So if you call after December 23rd before January 6th to add him to the policy, his coverage won't be effective till January 6th.

Speaker speaker_2: Okay. Okay. I gotcha. So open enrollment starts on the 23rd of January?

Speaker speaker_1: No, of December.

Speaker speaker_2: Oh, that's right. I've got it written down. Don't know why I say January. Dec- Dec- December 23rd- ... to January 31st is the open enrollment.

Speaker speaker_1: Yes, ma'am, that's okay. Mm-hmm. It's 2021.

Speaker speaker_2: Oh, okay. I, it is? All right, honey, I appreciate it.

Speaker speaker_1: Of course. Do you need a copy of the current benefit guide, um, to have?

Speaker speaker_2: Uh, yeah, im- yeah, can you send me that of what all, um, like it covers, uh, which I know his, his will be the same as mine though, won't it, once I add him?

Speaker speaker_1: Yes, ma'am. That is correct.

Speaker speaker_2: Okay, yeah, 'cause this, it's, it's, it's definitely pretty, pretty good. So, but yeah, I wanna, yeah, if you can send, e- email that to me so I can go over it.

Speaker speaker_1: Of course, it could change, um, just 'cause sometimes when the companies have a company open enrollment period, they might add or change prices.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but essentially it should still be the same. But when you call-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in on the 23rd, they'll be able, if you ask them if there's any new benefits or anything being offered, they'll be able to advise you on it.

Speaker speaker_2: Okay, awesome. That sounds good.

Speaker speaker_1: All right. I've sent that to you. You'll be receiving it from our office email, which is info@benefitsinacar-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and it will be titled Benefit Guide.

Speaker speaker_2: Okay. I appreciate it, hon.

Speaker speaker_1: Sure thing. It was my pleasure. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: You too. Thank you. And bye-bye.

Speaker speaker_1: Mm-hmm. Bye.