

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit Ten or Car. My name is Francesca. How can I assist you today? Hello. My name is Abricia, and I work with ACC in Thomasville, and I have a question. So, can you hear me? Yes, ma'am. I'm waiting for your, uh, question so that I can assist you. Okay. So I'm currently pregnant right now and I was in li- like, in... Is y'all eligible for, um, what it's called? Maternity Leave? You'll have to speak with your staffing company. We only administer the health benefits. Okay. W- what's the health benefit? I'll have to take a look and see in the benefit guide and to see if you're eligible. What's the, uh, what is the last four of your Social? 9531. And what are the last names? Uh, Brown. Please verify your mailing address and date of birth to make sure I have the right account in front of me. 163 12th Avenue, Southwest Carroll, Georgia, May 23rd, 2002. We have the best phone number to reach you down as the same one you're calling us on, which is 657-451-3785. That's correct. We have your email down as lastnamefirstname@numbertwelve@gmail.com? That's correct. So I'll be more than happy to go over the benefits with you, Miss Brown. However, currently, you're not eligible for enrollment. Um, you are, however, already enrolled in dental and vision, but you can't make any additions to your policy at this moment right now. Okay. Yes, ma'am. Um, 'cause you currently need either an open enrollment period or a qualified live event to be eligible. You do not have either or. Although pregnancy is considered a qualified live event, it wouldn't be considered until you give birth. So once you give birth will be when you're able to get insurance. But at the moment, you wouldn't be eligible for it, unfortunately. Okay. Yes, ma'am. Did you- All right. Thank you. Of course. Did you still want me to go over the plans they offer? No, um, n- not, not right now. Understood. Hope you have a wonderful rest of your day and thank you for your time- You told... Excuse me, you told me I have to talk to my, um, my manager about the, um, mat- uh, Maternity Leave. Yes, ma'am. Okay. All right. Thank you. No problem. Have a great day. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Ten or Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. My name is Abricia, and I work with ACC in Thomasville, and I have a question. So, can you hear me?

Speaker speaker_0: Yes, ma'am. I'm waiting for your, uh, question so that I can assist you.

Speaker speaker_1: Okay. So I'm currently pregnant right now and I was in li- like, in... Is y'all eligible for, um, what it's called? Maternity Leave?

Speaker speaker_0: You'll have to speak with your staffing company. We only administer the health benefits.

Speaker speaker_1: Okay. W- what's the health benefit?

Speaker speaker_0: I'll have to take a look and see in the benefit guide and to see if you're eligible. What's the, uh, what is the last four of your Social?

Speaker speaker_1: 9531.

Speaker speaker_0: And what are the last names?

Speaker speaker_1: Uh, Brown.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: 163 12th Avenue, Southwest Carroll, Georgia, May 23rd, 2002.

Speaker speaker_0: We have the best phone number to reach you down as the same one you're calling us on, which is 657-451-3785.

Speaker speaker_1: That's correct.

Speaker speaker_0: We have your email down as lastnamefirstname@numbertwelve@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: So I'll be more than happy to go over the benefits with you, Miss Brown. However, currently, you're not eligible for enrollment. Um, you are, however, already enrolled in dental and vision, but you can't make any additions to your policy at this moment right now.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Um, 'cause you currently need either an open enrollment period or a qualified live event to be eligible. You do not have either or. Although pregnancy is considered a qualified live event, it wouldn't be considered until you give birth. So once you give birth will be when you're able to get insurance. But at the moment, you wouldn't be eligible for it, unfortunately.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am. Did you-

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Of course. Did you still want me to go over the plans they offer?

Speaker speaker_1: No, um, n- not, not right now.

Speaker speaker_0: Understood. Hope you have a wonderful rest of your day and thank you for your time-

Speaker speaker_1: You told... Excuse me, you told me I have to talk to my, um, my manager about the, um, mat- uh, Maternity Leave.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem. Have a great day. Bye-bye.