

Transcript: Francesca

Baez-6314617474859008-4506282027073536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits 10-0-4. How can I assist you today? Hi, this is Stacy Boswell. I need to go ahead and get benefits through Partners ins-, uh, I work with Partners. Okay. What is the last four of the Social? 8200. And the last name, please? Boswell. B-O-S-W-E-L-L. And for security purposes, could you please verify your mailing address and date of birth? My mailing address is 508 Marks Avenue. Hold on. No, 'cause I was just recently moved. Uh, it was 526, uh, Cherry Creek Lane, South Carolina, but I'm going to ha- Can I change my address on there? Yes, ma'am. Since you verified the old one, I can put in the new one. Which one would you like me to put in? Put, uh... I'm staying in a hotel now, so just give me a minute. I'm sorry. It's okay. I have to do it for safety's sake. Okay. 7136 Asheville Highway, Spartanburg, South Carolina 29303, room 210. Okay, so I have it down as 7136 Asheville Highway, room 210, Spartanburg, South Carolina 29303? Yes. All right, and what is the date of birth? 3/4/1977. We have the best phone number to reach you down as 704-884-1171. I had to change that last week. Okay. I had to change that too. It's 864-696-1513. All right, and then I have your email down as fuzzybrad1977@gmail.com. Yes, ma'am. And, Miss Boswell, have you lost benefits with another carrier within the last 30 days? Only thing I have is, uh, one from North Carolina, the state one, but it's a Aetna bl- or full cost, blue shield something or other. It was from the government. Obamacare. Okay, and has it been 30 days, uh, since that benefit ended, or less than 30 days? I hadn't even canceled it yet, so I, I don't know if it's still active or not. Okay, well, the reason why I ask is, Partners Personal Comp opening, open enrollment period has already ended last Friday, 25th. And you don't have a Personal- Mm-hmm. ... enrollment period at this moment. So the only way that you can apply for insurance will be through a Qualified Life Event to see if it is approved. Okay. All right. Yes, ma'am. Well, thank you. I guess I'm going to have to wait. Thank you. I apologize for that inconvenience. That's fine. Thank you. I hope you have a wonderful-

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits 10-0-4. How can I assist you today?

Speaker speaker_2: Hi, this is Stacy Boswell. I need to go ahead and get benefits through Partners ins-, uh, I work with Partners.

Speaker speaker_1: Okay. What is the last four of the Social?

Speaker speaker_2: 8200.

Speaker speaker_1: And the last name, please?

Speaker speaker_2: Boswell. B-O-S-W-E-L-L.

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

Speaker speaker_2: My mailing address is 508 Marks Avenue. Hold on. No, 'cause I was just recently moved. Uh, it was 526, uh, Cherry Creek Lane, South Carolina, but I'm going to ha- Can I change my address on there?

Speaker speaker_1: Yes, ma'am. Since you verified the old one, I can put in the new one. Which one would you like me to put in?

Speaker speaker_2: Put, uh... I'm staying in a hotel now, so just give me a minute. I'm sorry.

Speaker speaker_1: It's okay.

Speaker speaker_2: I have to do it for safety's sake.

Speaker speaker_1: Okay.

Speaker speaker_2: 7136 Asheville Highway, Spartanburg, South Carolina 29303, room 210.

Speaker speaker_1: Okay, so I have it down as 7136 Asheville Highway, room 210, Spartanburg, South Carolina 29303?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, and what is the date of birth?

Speaker speaker_2: 3/4/1977.

Speaker speaker_1: We have the best phone number to reach you down as 704-884-1171.

Speaker speaker_2: I had to change that last week.

Speaker speaker_1: Okay.

Speaker speaker_2: I had to change that too. It's 864-696-1513.

Speaker speaker_1: All right, and then I have your email down as fuzzybrad1977@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And, Miss Boswell, have you lost benefits with another carrier within the last 30 days?

Speaker speaker_2: Only thing I have is, uh, one from North Carolina, the state one, but it's a Aetna bl- or full cost, blue shield something or other. It was from the government. Obamacare.

Speaker speaker_1: Okay, and has it been 30 days, uh, since that benefit ended, or less than 30 days?

Speaker speaker_2: I hadn't even canceled it yet, so I, I don't know if it's still active or not.

Speaker speaker_1: Okay, well, the reason why I ask is, Partners Personal Comp opening, open enrollment period has already ended last Friday, 25th. And you don't have a Personal-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... enrollment period at this moment. So the only way that you can apply for insurance will be through a Qualified Life Event to see if it is approved.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Well, thank you. I guess I'm going to have to wait.

Speaker speaker_1: Thank you. I apologize for that inconvenience.

Speaker speaker_2: That's fine. Thank you.

Speaker speaker_1: I hope you have a wonderful-