

Transcript: Francesca

Baez-6467005581148160-5735847125893120

Full Transcript

No. Your call may be monitored or recorded for quality assurance purposes. Hello? Be quiet. Be quiet. Okay. I've already called back. Good afternoon, sir. My name is Francesca, a benefits enough card looking to speak with Ms. Lynch on behalf of Search Backing. Yeah, this is her. Hello, ma'am. We were calling because you sent us a copy of two of your pay stubs that we're not sure why. I thought it was asking for them. No, ma'am. So remember we discussed in order for you to be eligible for enrollment into coverage, you need to show proof that on voluntarily you lost coverage with another carrier. So what we need is that document that states when your previous policy was discontinued involuntarily. So I'll have to go over there because I just threw away that piece of mail so, I'll have to just go over there and take a photo of it because I won't be able to download it. Yes, ma'am. So, um, if you're unable to download the document itself that we're asking for you're, able to send it as a picture of that document. Okay. So okay, um, I'll have that done today or tomorrow. Is that okay? Yes, ma'am. That's fine. I'll go ahead and resend you that QLE submission email. Okay. Thank you so much. I'm sorry. That's all right. Have a great day. You too.

Conversation Format

Speaker speaker_0: No.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hello? Be quiet. Be quiet. Okay. I've already called back.

Speaker speaker_2: Good afternoon, sir. My name is Francesca, a benefits enough card looking to speak with Ms. Lynch on behalf of Search Backing.

Speaker speaker_0: Yeah, this is her.

Speaker speaker_2: Hello, ma'am. We were calling because you sent us a copy of two of your pay stubs that we're not sure why.

Speaker speaker_0: I thought it was asking for them.

Speaker speaker_2: No, ma'am. So remember we discussed in order for you to be eligible for enrollment into coverage, you need to show proof that on voluntarily you lost coverage with another carrier. So what we need is that document that states when your previous policy was discontinued involuntarily.

Speaker speaker_0: So I'll have to go over there because I just threw away that piece of mail so, I'll have to just go over there and take a photo of it because I won't be able to download it.

Speaker speaker_2: Yes, ma'am. So, um, if you're unable to download the document itself that we're asking for you're, able to send it as a picture of that document.

Speaker speaker_0: Okay. So okay, um, I'll have that done today or tomorrow. Is that okay?

Speaker speaker_2: Yes, ma'am. That's fine. I'll go ahead and resend you that QLE submission email.

Speaker speaker_0: Okay. Thank you so much. I'm sorry.

Speaker speaker_2: That's all right. Have a great day.

Speaker speaker_0: You too.