

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hi. Um, my name is Akash Ramsey. I'm calling on behalf of my fiancé. Uh, we're trying to get his insurance set up. Can you help us with that? Unfortunately, any enrollment or policy changes have to be done with the actual person on the phone. Uh, this is Jackie right here. I'm here. Yes, hello. Good afternoon. My name is Francesca of Benefits in a Car. Please keep in mind that it is recorded. How can we assist you? I'm looking, uh- To get your insurance sorted. ... to get my insurance squared away. Okay. What staffing company do you work with? What, What's, what's that? What staffing company do you work with? Oh. Surge. What are the last four of the Social? Last four of your Social? Oh. 4111. And your last name? Burcham. B-U-U-R-C-H-A-M. Please verify your mailing address and date of birth. 500 Woodlawn Avenue, 7/19/89. That's all I have. We have the telephone number to reach you down as 419-834-3551? Yep. And we have the email down as jackcb1931@yahoo.com? Yes, that is it. Within the last 30 days, have you lost insurance with another carrier? No. Have you gotten divorced which caused you to lose coverage? No. So unfortunately, you're not in- eligible for the enrollment into Benefits. You'll have to wait till August. That will be when Surge holds their company open enrollment period. Currently, you don't have a personal enrollment period or a qualified life event. But- So, you would not be able to enroll into anything at this moment. Okay. All right. Thank you. Of course. Is there anything else we can assist you with today?

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: Hi. Um, my name is Akash Ramsey. I'm calling on behalf of my fiancé. Uh, we're trying to get his insurance set up. Can you help us with that?

Speaker speaker_0: Unfortunately, any enrollment or policy changes have to be done with the actual person on the phone.

Speaker speaker_1: Uh, this is Jackie right here.

Speaker speaker_2: I'm here.

Speaker speaker_0: Yes, hello. Good afternoon. My name is Francesca of Benefits in a Car. Please keep in mind that it is recorded. How can we assist you?

Speaker speaker_2: I'm looking, uh-

Speaker speaker_1: To get your insurance sorted.

Speaker speaker_2: ... to get my insurance squared away.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_2: What, What's, what's that?

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_2: Oh. Surge.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: Oh. 4111.

Speaker speaker_0: And your last name?

Speaker speaker_2: Burcham. B-U-U-R-C-H-A-M.

Speaker speaker_0: Please verify your mailing address and date of birth.

Speaker speaker_2: 500 Woodlawn Avenue, 7/19/89. That's all I have.

Speaker speaker_0: We have the telephone number to reach you down as 419-834-3551?

Speaker speaker_2: Yep.

Speaker speaker_0: And we have the email down as jackcb1931@yahoo.com?

Speaker speaker_2: Yes, that is it.

Speaker speaker_0: Within the last 30 days, have you lost insurance with another carrier?

Speaker speaker_2: No.

Speaker speaker_0: Have you gotten divorced which caused you to lose coverage?

Speaker speaker_2: No.

Speaker speaker_0: So unfortunately, you're not in- eligible for the enrollment into Benefits. You'll have to wait till August. That will be when Surge holds their company open enrollment period. Currently, you don't have a personal enrollment period or a qualified live event.

Speaker speaker_2: But-

Speaker speaker_0: So, you would not be able to enroll into anything at this moment.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_0: Of course. Is there anything else we can assist you with today?