

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Occur. My name es Francesca. How can I assist you today? Hi, ma'am. My name is Mildred Moore. Um, I was calling to see if I had visual insurance. I'm not sure. Is there any way that we can verify that? Sure thing. What staffing company do you work with? Oh, Integrity s- Integrity Trade. Yeah. And what are the last four of the Social? 2645. And what did you say the last name was? I'm sorry. Um, the last name is Moore, M-O-O-R-E. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? Mm-hmm. Address is 8... Damn it. What's the address? Oh, 8936 South Crandon Avenue, Chicago, Illinois, 60617. And my email is... I'm gonna spell it out 'cause people don't ... think about it. After the mail, may we have your date of birth? 12-02-1988. And then I have best contact 312-532-2922. What number is that? What's the number, what number is that? Uh, it is the number that you provided Integrity Choice Services last year when you started working with them. It is 312-532-2922. No. Do you need to update it? Yes. I don't have that number anymore. Okay. What phone number would you like to have on file? 708-838-5724. All right, and then lastly, that email is known as mutraa.maata, with two A's, remember, 88@gmail.com? Yes. Mutraa, the @, 88@gmail.com. So Ms. Moore, you don't have any coverage active with Integrity Choice Services since January 12th, 2020 due to no payment. Okay, 'cause that's probably when I didn't have a job, when I didn't, wasn't active for the work. Understood. So currently, you also not eligible for enrollment. Did you have vision with another carrier by any chance? Um, prob- yeah, probably with another job. I'm not sure. Okay. 'Cause I was trying to see if maybe you had a qualified life event, but those are within 30 days. So in order to enroll into that vision plan, you'll have to wait 'til the next company open enrollment period, which won't be 'til the month of June. Okay. All right. Was there anything else that we can assist you with today? Oh, no, ma'am. Thank you. Of course. Hope you have a wonderful rest of your day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Occur. My name es Francesca. How can I assist you today?

Speaker speaker_1: Hi, ma'am. My name is Mildred Moore. Um, I was calling to see if I had visual insurance. I'm not sure. Is there any way that we can verify that?

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

Speaker speaker_1: Oh, Integrity s- Integrity Trade. Yeah.

Speaker speaker_0: And what are the last four of the Social?

Speaker speaker_1: 2645.

Speaker speaker_0: And what did you say the last name was? I'm sorry.

Speaker speaker_1: Um, the last name is Moore, M-O-O-R-E.

Speaker speaker_0: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Mm-hmm. Address is 8... Damn it. What's the address? Oh, 8936 South Crandon Avenue, Chicago, Illinois, 60617. And my email is... I'm gonna spell it out 'cause people don't ... think about it.

Speaker speaker_0: After the mail, may we have your date of birth?

Speaker speaker_1: 12-02-1988.

Speaker speaker_0: And then I have best contact 312-532-2922.

Speaker speaker_1: What number is that? What's the number, what number is that?

Speaker speaker_0: Uh, it is the number that you provided Integrity Choice Services last year when you started working with them. It is 312-532-2922.

Speaker speaker_1: No.

Speaker speaker_0: Do you need to update it?

Speaker speaker_1: Yes. I don't have that number anymore.

Speaker speaker_0: Okay. What phone number would you like to have on file?

Speaker speaker_1: 708-838-5724.

Speaker speaker_0: All right, and then lastly, that email is known as mutraa.maate, with two A's, remember, 88@gmail.com?

Speaker speaker_1: Yes. Mutraa, the @, 88@gmail.com.

Speaker speaker_0: So Ms. Moore, you don't have any coverage active with Integrity Choice Services since January 12th, 2020 due to no payment.

Speaker speaker_1: Okay, 'cause that's probably when I didn't have a job, when I didn't, wasn't active for the work.

Speaker speaker_0: Understood. So currently, you also not eligible for enrollment. Did you have vision with another carrier by any chance?

Speaker speaker_1: Um, prob- yeah, probably with another job. I'm not sure.

Speaker speaker_0: Okay. 'Cause I was trying to see if maybe you had a qualified life event, but those are within 30 days. So in order to enroll into that vision plan, you'll have to wait 'til

the next company open enrollment period, which won't be 'til the month of June.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there anything else that we can assist you with today?

Speaker speaker_1: Oh, no, ma'am. Thank you.

Speaker speaker_0: Of course. Hope you have a wonderful rest of your day.

Speaker speaker_1: You too.