Transcript: Justin Mills-4798014369349632-6480898352267264

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. Good morning, Justin. I am calling because I was trying to make changes to my, um, enrollment, and I currently see that there isn't any coverage. So, I wanted to know how I could go about reactivating it. Um, let me check on that. What's the staffing agency you work for? Uh, Creative Circle. And the last four of your social? 0334. And what was your first and last name? Alicia Araujo. All right. And for security purposes, can you verify your home address, including city, state and zip code, Alicia? Sure. Uh, 13802 Napoli Drive, uh, Apartment 8409, Houston, Texas 77070. And your date of birth? 7/21/'96. And a good telephone number I have is 347-280-5048? Correct, yes. And the email I have is your first name.your last name.rights@gmail? Correct. Yes. Okay, so let's see here. So, looking at the file, it looks like you canceled the coverage back on March 10th. No, not March 10th, uh, February 24th. Um, so since you canceled it, unfortunately, I wouldn't be able to reinstate it, 'cause the cancellation already went through. Uh, I see. Um, so if... Is there any... So, considering that I've been paying for the coverage for a couple of months now, is... If I were to go to, say, a doctor's appointment today, I wouldn't receive any coverage for the things that I have paid for? Um, correct, because the coverage ended back on March 9th. Um, it is March 12th and you don't have any coverage, so you wouldn't have any coverage for that visit. Understood. All righty. Um, and there... If I were to, um, continue payments, that still wouldn't activate it? Um, correct because, I mean, well, you, you went into the system and canceled the coverage yourself. So unfortunately, we wouldn't be able to do anything right now because you canceled it, and the cancellation already processed. So, regardless, if you made a payment right now, it wouldn't kick in the insurance again 'cause you- the canc- the coverage has already been canceled. Understood. All righty. Um, well, thank you so much for your help, Joshua. You're welcome. You have a great day, Alicia. Okay? You too. Thank you. Bye-bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Good morning, Justin. I am calling because I was trying to make changes to my, um, enrollment, and I currently see that there isn't any coverage. So, I wanted to know how I could go about reactivating it.

Speaker speaker_0: Um, let me check on that. What's the staffing agency you work for?

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0334.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Alicia Araujo.

Speaker speaker_0: All right. And for security purposes, can you verify your home address, including city, state and zip code, Alicia?

Speaker speaker_1: Sure. Uh, 13802 Napoli Drive, uh, Apartment 8409, Houston, Texas 77070.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 7/21/'96.

Speaker speaker_0: And a good telephone number I have is 347-280-5048?

Speaker speaker_1: Correct, yes.

Speaker speaker_0: And the email I have is your first name.your last name.rights@gmail?

Speaker speaker_1: Correct. Yes.

Speaker speaker_0: Okay, so let's see here. So, looking at the file, it looks like you canceled the coverage back on March 10th. No, not March 10th, uh, February 24th. Um, so since you canceled it, unfortunately, I wouldn't be able to reinstate it, 'cause the cancellation already went through.

Speaker speaker_1: Uh, I see. Um, so if... Is there any... So, considering that I've been paying for the coverage for a couple of months now, is... If I were to go to, say, a doctor's appointment today, I wouldn't receive any coverage for the things that I have paid for?

Speaker speaker_0: Um, correct, because the coverage ended back on March 9th. Um, it is March 12th and you don't have any coverage, so you wouldn't have any coverage for that visit.

Speaker speaker_1: Understood. All righty. Um, and there... If I were to, um, continue payments, that still wouldn't activate it?

Speaker speaker_0: Um, correct because, I mean, well, you, you went into the system and canceled the coverage yourself. So unfortunately, we wouldn't be able to do anything right now because you canceled it, and the cancellation already processed. So, regardless, if you made a payment right now, it wouldn't kick in the insurance again 'cause you- the canc- the coverage has already been canceled.

Speaker speaker_1: Understood. All righty. Um, well, thank you so much for your help, Joshua.

Speaker speaker_0: You're welcome. You have a great day, Alicia. Okay?

Speaker speaker_1: You too. Thank you. Bye-bye.

Speaker speaker_0: All right, bye-bye.