

Transcript: Justin

Mills-5107460860067840-6308213121400832

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Um, I was calling to see if I could, um, change my policy, like, get h-higher coverage? Um, let me check on that. What's that staffing agency you work for? Um, MAU. And the last four of your social? Uh, 2738. And what was your first and last name? Jameidra Bryant. And for security purposes, could you verify your home address, including city, state and zip code? Um, uh, 221 Fair Forest Way, apartment two... I mean, no, no, no. Apartment 33207, Greenville, South Carolina 29607. And confirm your date of birth? 7/21/1999. And a good telephone number have is 864-337-5870. No, Sir, I just have a new number. Yeah, what's a good telephone number for you? Um, it's 864-40... I don't even know. Uh, 404-1099. And just to confirm, 864-404-1099? Yes, 10... Yeah, 1099. And the email I have is jameidra99@icloud.com? Yes, Sir. Okay, so let's see here. So looking at the file, looks like you're outside of your personal open enrollment period and company open enrollment period. Uh-huh. Um, so unfortunately if you wanted to make any changes right now, you would have, honestly have to experience a qualified life event, which may be considered as marriage or divorce. Uh-huh. Birth or adoption of a child or involuntary loss of coverage or wait until company open enrollment period to make any changes. Okay. Well, thank you. You're welcome. Is there anything else I could help you out with today? No, Sir. Thank you. You're welcome. You have a great day, okay?

Conversation Format

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

Speaker speaker_1: Hello. Um, I was calling to see if I could, um, change my policy, like, get h-higher coverage?

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

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 2738.

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

Speaker speaker_1: Jameidra Bryant.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Um, uh, 221 Fair Forest Way, apartment two... I mean, no, no, no. Apartment 33207, Greenville, South Carolina 29607.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 7/21/1999.

Speaker speaker_0: And a good telephone number have is 864-337-5870.

Speaker speaker_1: No, Sir, I just have a new number.

Speaker speaker_0: Yeah, what's a good telephone number for you?

Speaker speaker_1: Um, it's 864-40... I don't even know. Uh, 404-1099.

Speaker speaker_0: And just to confirm, 864-404-1099?

Speaker speaker_1: Yes, 10... Yeah, 1099.

Speaker speaker_0: And the email I have is jameidra99@icloud.com?

Speaker speaker_1: Yes, Sir.

Speaker speaker_0: Okay, so let's see here. So looking at the file, looks like you're outside of your personal open enrollment period and company open enrollment period.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, so unfortunately if you wanted to make any changes right now, you would have, honestly have to experience a qualified life event, which may be considered as marriage or divorce.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Birth or adoption of a child or involuntary loss of coverage or wait until company open enrollment period to make any changes.

Speaker speaker_1: Okay. Well, thank you.

Speaker speaker_0: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_1: No, Sir. Thank you.

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