

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits Netcard. This is Justin. How can I help you today? Uh, yes. This is, uh, this is Christian. Um, I called earlier, but I was talking to a girl. But pretty much, um, I was trying to figure out... Because recently, um, I started looking at my paychecks, and I saw that, like, \$148 deduction was getting taken out of my paychecks. Well, I kept w- I was looking, and it said something about benefits that I'm not even receiving. So, I called the girl, and she said that like, pretty much, I can't do nothing about it. I have to wait a year. But I called back my company that I'm working through. I called... She called me back and she said that the other thing that I could do was switch my insurance because I don't, I don't need the insurance that I apparently, like, signed up for through here. Okay. Um, so let me try pulling your file and see what's going on. What's that staffing agency you work for? Uh, Morales. And the last four of your social? 567. And for security purposes, could you verify your home address, including city, state and zip code, Christian? Mm-hmm. 415 West Crown Street, uh, Flora, Indiana, and it's apartment two. 46929. And your date of birth? Uh, 12/23/2004. And a good telephone number, have a 765-822-0224? Yes, sir. And the email I have is youngkid100@icloud? Yes. Okay, so let's see here. So yes, I'm checking that history. I do see where that representative called on your behalf. Um, yeah. So you, she, uh... Well, the rep advised her that you actually logged into the account on January 28th to enroll for employee plus family coverage, but you forgot to append the information, so one of our other representatives made a outbound call to you later that day to try to obtain it, and we weren't able to reach you, left a voicemail, um, and you were just enrolled into employee only coverage. Um, I was stating to the rep earlier that you would need to experience a qualified life event, which may be in, may be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. However, if you do have coverage elsewhere, like under your parents, for example- Yeah, I do. ... you can use that as a qualified life event to cancel the coverage. Yeah. C- Can I do that? Yeah. Um, so let me... What I'll go ahead and do, I'll email you a QLE submission form email, and then you would just provide documentation proving that you do have coverage elsewhere, either like a document or ID cards or something like that. Um, and then I can have my back office look at it and investigate, and then once I do receive word back, I can give you a call back, letting you know the response. All right. Okay. I do have any- 'Cause I have, 'cause I have all the information that is needed, so. Okay. But do you mind if I place you on a brief hold while I get that QLE- Yeah. ... submission email set up for you? Got ya. That's fine. Hello, Christian. You still there? Yes, sir. Awesome. Thank you so much for holding. So I went ahead and emailed you that QLE submission form email to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? All right. Let me

check my junk. Okay. Um, but once you do receive the email, um, there are directions in the email. Just follow the directions, include what needs to be included, and then send it back to the highlighted email, and then please allow up to 24 to 48 hours to hear a response back. Um, and then once I, like I said, once I do receive word back from the back office, I can give you a call back, okay? All right. I'm just waiting on it get this thing, but it should come through eventually. Sure. Um, well, if you don't receive it within the next two or three minutes after we hang up, just give us a call back and we can resend it to you, okay? All right. Sounds good. Awesome. Well, is there anything else I can assist you with today, Christian? Nope. Awesome. You have a wonderful day, okay? You too. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Netcard. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, yes. This is, uh, this is Christian. Um, I called earlier, but I was talking to a girl. But pretty much, um, I was trying to figure out... Because recently, um, I started looking at my paychecks, and I saw that, like, \$148 deduction was getting taken out of my paychecks. Well, I kept w- I was looking, and it said something about benefits that I'm not even receiving. So, I called the girl, and she said that like, pretty much, I can't do nothing about it. I have to wait a year. But I called back my company that I'm working through. I called... She called me back and she said that the other thing that I could do was switch my insurance because I don't, I don't need the insurance that I apparently, like, signed up for through here.

Speaker speaker\_0: Okay. Um, so let me try pulling your file and see what's going on. What's that staffing agency you work for?

Speaker speaker\_1: Uh, Morales.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 567.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Christian?

Speaker speaker\_1: Mm-hmm. 415 West Crown Street, uh, Flora, Indiana, and it's apartment two. 46929.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, 12/23/2004.

Speaker speaker\_0: And a good telephone number, have a 765-822-0224?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is youngkid100@icloud?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see here. So yes, I'm checking that history. I do see where that representative called on your behalf. Um, yeah. So you, she, uh... Well, the rep advised her that you actually logged into the account on January 28th to enroll for employee plus family coverage, but you forgot to append the information, so one of our other representatives made a outbound call to you later that day to try to obtain it, and we weren't able to reach you, left a voicemail, um, and you were just enrolled into employee only coverage. Um, I was stating to the rep earlier that you would need to experience a qualified life event, which may be in, may be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. However, if you do have coverage elsewhere, like under your parents, for example-

Speaker speaker\_1: Yeah, I do.

Speaker speaker\_0: ... you can use that as a qualified life event to cancel the coverage.

Speaker speaker\_1: Yeah. C- Can I do that?

Speaker speaker\_0: Yeah. Um, so let me... What I'll go ahead and do, I'll email you a QLE submission form email, and then you would just provide documentation proving that you do have coverage elsewhere, either like a document or ID cards or something like that. Um, and then I can have my back office look at it and investigate, and then once I do receive word back, I can give you a call back, letting you know the response.

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay. I do have any-

Speaker speaker\_1: 'Cause I have, 'cause I have all the information that is needed, so.

Speaker speaker\_0: Okay. But do you mind if I place you on a brief hold while I get that QLE-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... submission email set up for you?

Speaker speaker\_1: Got ya. That's fine.

Speaker speaker\_0: Hello, Christian. You still there?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Awesome. Thank you so much for holding. So I went ahead and emailed you that QLE submission form email to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsnetcard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker\_1: All right. Let me check my junk.

Speaker speaker\_0: Okay. Um, but once you do receive the email, um, there are directions in the email. Just follow the directions, include what needs to be included, and then send it back

to the highlighted email, and then please allow up to 24 to 48 hours to hear a response back. Um, and then once I, like I said, once I do receive word back from the back office, I can give you a call back, okay?

Speaker speaker\_1: All right. I'm just waiting on it get this thing, but it should come through eventually.

Speaker speaker\_0: Sure. Um, well, if you don't receive it within the next two or three minutes after we hang up, just give us a call back and we can resend it to you, okay?

Speaker speaker\_1: All right. Sounds good.

Speaker speaker\_0: Awesome. Well, is there anything else I can assist you with today, Christian?

Speaker speaker\_1: Nope.

Speaker speaker\_0: Awesome. You have a wonderful day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right. Bye-bye.