

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi. I'm calling to, uh, sign up for another year of health insurance. So if you don't... If you're n-... Unless you're planning on changing anything, you wouldn't have to sign up again. It'll just roll over. But what staffing company do you work for? Oh. I didn't know that. Um, yeah. So when... Whoever called me just said you have to call back by the 31st. Um- What staffing company do you work for? Staffing company? Yes, ma'am. I'm self-employed. I have Keystone First. So you wouldn't have our number unless you called from a staffing company. We're Benefits in a Card. We're plan administrator for health insurance with staffing companies. Um, okay. How do I have this on my phone then? Very curious. Uh, I do work for a, uh, care builder. Yes, ma'am. That'd be one of our partners, ATC. Oh. Oh, they offer health insurance. Yes, ma'am. I didn't know that. Okay. Um, interesting. Uh, all right. Well, can you give me some information on it? 'Cause maybe I would be interested. Okay. What's the last four of your social? 2962. First name? Melodie, M-E-L-O-D-I-E. Last name? Sole, S-O-U-L-E. Okay. For security purposes, can you verify your address and date of birth for me? 5012 Rebecca Soul Drive in Dorset Town. Um, and what else did you need? Your birth- Uh, sorry, you broke up there. Can you say that again? Your date of birth. Oh, 9-6-76. Oh, we got the same birthday. So you got- No way! 184... Yes, ma'am. 884-3371? Yes. And your email is gsmelodie111@gmail.com? That's correct. Thank you. All right. So it doesn't look like you're eligible to get enrolled into their coverage. Okay. But I can send you the benefits guide for- Okay. Yeah. ... review or submit in the future 'cause you can, you would be able to get enrolled through a QLE. That's a qualifying life event. What that is, is a marriage or divorce, having or adopting a child, or gain or losing coverage from another carrier. Okay. So if that happened, then you'll be eligible to get enrolled. Okay, perfect. You can just send that to my email? Email that... You want me to send you the benefits guide? Or you want me to send you the QLE submission email? Um, whichever you think applies. I'm not quite sure. You're just like breaking up a little bit on my phone. One moment. So I'm gonna send you the benefits guide in an email. Thank you. Can you hear me? Yes. Thank you. No problem. So then if you ever get married or divorced and you have or adopt a child, or gain or lose coverage from another carrier, then you may qualify for the QLE. And if you just give us a call back, then we can send you that QLE submission email. Perfect. Great. Thank you so much. Well, have a good day, and Happy New Year. You too, Ms. Melodie. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. I'm calling to, uh, sign up for another year of health insurance.

Speaker speaker_1: So if you don't... If you're n-... Unless you're planning on changing anything, you wouldn't have to sign up again. It'll just roll over. But what staffing company do you work for?

Speaker speaker_2: Oh. I didn't know that. Um, yeah. So when... Whoever called me just said you have to call back by the 31st. Um-

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Staffing company?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I'm self-employed. I have Keystone First.

Speaker speaker_1: So you wouldn't have our number unless you called from a staffing company. We're Benefits in a Card. We're plan administrator for health insurance with staffing companies.

Speaker speaker_2: Um, okay. How do I have this on my phone then? Very curious. Uh, I do work for a, uh, care builder.

Speaker speaker_1: Yes, ma'am. That'd be one of our partners, ATC.

Speaker speaker_2: Oh. Oh, they offer health insurance.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I didn't know that. Okay. Um, interesting. Uh, all right. Well, can you give me some information on it? 'Cause maybe I would be interested.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 2962.

Speaker speaker_1: First name?

Speaker speaker_2: Melodie, M-E-L-O-D-I-E.

Speaker speaker_1: Last name?

Speaker speaker_2: Sole, S-O-U-L-E.

Speaker speaker_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 5012 Rebecca Soul Drive in Dorset Town. Um, and what else did you need?

Speaker speaker_1: Your birth-

Speaker speaker_2: Uh, sorry, you broke up there. Can you say that again?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Oh, 9-6-76.

Speaker speaker_1: Oh, we got the same birthday. So you got-

Speaker speaker_2: No way!

Speaker speaker_1: 184... Yes, ma'am. 884-3371?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is gsmelodie111@gmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Thank you. All right. So it doesn't look like you're eligible to get enrolled into their coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: But I can send you the benefits guide for-

Speaker speaker_2: Okay. Yeah.

Speaker speaker_1: ... review or submit in the future 'cause you can, you would be able to get enrolled through a QLE. That's a qualifying life event. What that is, is a marriage or divorce, having or adopting a child, or gain or losing coverage from another carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: So if that happened, then you'll be eligible to get enrolled.

Speaker speaker_2: Okay, perfect. You can just send that to my email?

Speaker speaker_1: Email that... You want me to send you the benefits guide? Or you want me to send you the QLE submission email?

Speaker speaker_2: Um, whichever you think applies. I'm not quite sure. You're just like breaking up a little bit on my phone.

Speaker speaker_1: One moment. So I'm gonna send you the benefits guide in an email.

Speaker speaker_2: Thank you.

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Yes. Thank you.

Speaker speaker_1: No problem. So then if you ever get married or divorced and you have or adopt a child, or gain or lose coverage from another carrier, then you may qualify for the QLE. And if you just give us a call back, then we can send you that QLE submission email.

Speaker speaker_2: Perfect. Great. Thank you so much. Well, have a good day, and Happy New Year.

Speaker speaker_1: You too, Ms. Melodie. Thank you.

Speaker speaker_2: All right. Bye-bye.