

Transcript: VICTORIA

Taylor-6265023464161280-6675198343856128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. Yes. My name is Angela. I will give you my information. I work for TRC Staffing. Okay. And I, um, uh, had called before about adding my husband to coverage. But now, I'm not gonna add him, and I just wanted to be courteous and, like, we do a follow-up call. Oh, okay. Uh, what's the last four of your Social? 2999. And your last name? Ellsworth. Gotcha. Do you mind verifying your address and date of birth? 2106 Plum Street, uh, Philadelphia, PA. Um, my date of birth is 5-31-71. And the ZIP code for that address was 19152? Correct. Sorry about that. No worries. Uh, phone number 724-880-6098? Correct. And then email's gonna be A-J-A-Y-N-E-S92@gmail.com? Correct. Okay. So you just decided to not add your spouse to the coverage? Well, there was an issue. Like, he's currently getting treatment for cancer. His coverage lapsed. He's on disability, like, through his work. And so, like, during that coverage lapse, he needed meds. So he just went and got this other insurance for the time being. And I said, "You know, I'm not gonna add you now because it's ridiculous. It's December. You know? And then you have to start everything all over again." So, he's just gonna stick with this coverage for now, until we see what happens whenever it's time to do, um... You know, next year when it's open enrollment. He's just gonna have to, just gonna have to deal with it for now. Okay. I will make a note. Uh, was there anything- Yeah. ... else you might need help with? No. I just wanted to follow up. Thank you so much. I appreciate your help. You're welcome. Have a good day. All right. Thanks. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi. Yes. My name is Angela. I will give you my information. I work for TRC Staffing.

Speaker speaker_1: Okay.

Speaker speaker_2: And I, um, uh, had called before about adding my husband to coverage. But now, I'm not gonna add him, and I just wanted to be courteous and, like, we do a follow-up call.

Speaker speaker_1: Oh, okay. Uh, what's the last four of your Social?

Speaker speaker_2: 2999.

Speaker speaker_1: And your last name?

Speaker speaker_2: Ellsworth.

Speaker speaker_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_2: 2106 Plum Street, uh, Philadelphia, PA. Um, my date of birth is 5-31-71.

Speaker speaker_1: And the ZIP code for that address was 19152?

Speaker speaker_2: Correct. Sorry about that.

Speaker speaker_1: No worries. Uh, phone number 724-880-6098?

Speaker speaker_2: Correct.

Speaker speaker_1: And then email's gonna be A-J-A-Y-N-E-S92@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. So you just decided to not add your spouse to the coverage?

Speaker speaker_2: Well, there was an issue. Like, he's currently getting treatment for cancer. His coverage lapsed. He's on disability, like, through his work. And so, like, during that coverage lapse, he needed meds. So he just went and got this other insurance for the time being. And I said, "You know, I'm not gonna add you now because it's ridiculous. It's December. You know? And then you have to start everything all over again." So, he's just gonna stick with this coverage for now, until we see what happens whenever it's time to do, um... You know, next year when it's open enrollment. He's just gonna have to, just gonna have to deal with it for now.

Speaker speaker_1: Okay. I will make a note. Uh, was there anything-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... else you might need help with?

Speaker speaker_2: No. I just wanted to follow up. Thank you so much. I appreciate your help.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right. Thanks. Bye.

Speaker speaker_1: Bye-bye.