

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. PennSocom Benefits and Ricardo, this is Malcolm. How can I help you? Hey, I was supposed to call y'all about Hamilton-Riker to see if I can make changes or add short-term disability. All right, what's the last four of your Social? 2298. First name? Ykeria. Y-K-E-R-I-A. Oh. For security purposes, can you verify your address and date of birth for me? 731 Coleman Street, in June 6th, 2002. Let me just see your state and zip code as well. 10 Mississippi 39046. Thank you. So we got to get a phone number, 160-155-2854. Uh-huh. What? Huh? Can you read that number? A good phone number is 160-155-2854. 2854, hold on. Um... It's 601-552-2854. Okay, yeah. And your email is goodincareof23@gmail.com? Yes. Thank you. So it looks like you're outside of your personal open enrollment window. At this point, you have to wait- Huh? ... until company op- er... At this point, you have to wait until a company open enrollment or have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage. What? Can you repeat that? At this point, you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. At this point, you'll have- Yeah. ... to have a company... You have to wait until a company open enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining and losing coverage from another carrier in order to get enrolled into the coverage. Okay. Hold on. I am with child. Say that again. I am with child. You say you're with child? Yes. What do you mean? I'm pregnant. Right, so you actually have to have the kid. Oh, okay, okay. Yes, ma'am. Damn. Well, okay. Well, was there anything else I can help you with today, Ms. Golden, Ms. Goodin? No, that'll be all. PennSocom Benefits and Ricardo. Hope you have a great holiday. All right.

Conversation Format

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

Speaker speaker_1: PennSocom Benefits and Ricardo, this is Malcolm. How can I help you?

Speaker speaker_2: Hey, I was supposed to call y'all about Hamilton-Riker to see if I can make changes or add short-term disability.

Speaker speaker_1: All right, what's the last four of your Social?

Speaker speaker_2: 2298.

Speaker speaker_1: First name?

Speaker speaker_2: Ykeria. Y-K-E-R-I-A.

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

Speaker speaker_2: 731 Coleman Street, in June 6th, 2002.

Speaker speaker_1: Let me just see your state and zip code as well.

Speaker speaker_2: 10 Mississippi 39046.

Speaker speaker_1: Thank you. So we got to get a phone number, 160-155-2854.

Speaker speaker_2: Uh-huh. What? Huh?

Speaker speaker_1: Can you read that number? A good phone number is 160-155-2854.

Speaker speaker_2: 2854, hold on. Um... It's 601-552-2854. Okay, yeah.

Speaker speaker_1: And your email is goodincareof23@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So it looks like you're outside of your personal open enrollment window. At this point, you have to wait-

Speaker speaker_2: Huh?

Speaker speaker_1: ... until company op- er... At this point, you have to wait until a company open enrollment or have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage.

Speaker speaker_2: What? Can you repeat that?

Speaker speaker_1: At this point, you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. At this point, you'll have-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... to have a company... You have to wait until a company open enrollment period, or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining and losing coverage from another carrier in order to get enrolled into the coverage.

Speaker speaker_2: Okay. Hold on. I am with child.

Speaker speaker_1: Say that again.

Speaker speaker_2: I am with child.

Speaker speaker_1: You say you're with child?

Speaker speaker_2: Yes.

Speaker speaker_1: What do you mean?

Speaker speaker_2: I'm pregnant.

Speaker speaker_1: Right, so you actually have to have the kid.

Speaker speaker_2: Oh, okay, okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Damn. Well, okay.

Speaker speaker_1: Well, was there anything else I can help you with today, Ms. Golden, Ms. Goodin?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: PennSocom Benefits and Ricardo. Hope you have a great holiday.

Speaker speaker_2: All right.