

Transcript: Malcolm

Nash-5233976438374400-4706086705643520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm. How can I help you? Yeah, I need to sign up for, uh, insurance. What staffing company you work for? Nan Kan. What's the last four of your Social? 5495. First name? Chris. Last name? Hoff. For security purposes, can you verify your address and date of birth for me? 318 12th Street, Northwest Massillon, 44647. And what was the other thing you wanted? Well, your d-date of birth isn't on file 'cause you verified with your full Social. Yeah, 28082 5495. And what's your date of birth? Uh, 07/08/'84. Okay. So yeah, your phone number 330-462-3790? Yes. And the email is bushcraft7884@gmail.com? Yes. So it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point, you have to wait until company open enrollment period to have that qualifying life event. So just make sure to- It told me I had till the 12th, which is tomorrow. Who told you that, sir? The text that I got last week. What did it take you to state fair? Whatever.

Conversation Format

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

Speaker speaker_1: ... benefits in the card. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, I need to sign up for, uh, insurance.

Speaker speaker_1: What staffing company you work for?

Speaker speaker_2: Nan Kan.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 5495.

Speaker speaker_1: First name?

Speaker speaker_2: Chris.

Speaker speaker_1: Last name?

Speaker speaker_2: Hoff.

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

Speaker speaker_2: 318 12th Street, Northwest Massillon, 44647. And what was the other thing you wanted?

Speaker speaker_1: Well, your d-date of birth isn't on file 'cause you verified with your full Social.

Speaker speaker_2: Yeah, 28082 5495.

Speaker speaker_1: And what's your date of birth?

Speaker speaker_2: Uh, 07/08/'84.

Speaker speaker_1: Okay. So yeah, your phone number 330-462-3790?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is bushcraft7884@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point, you have to wait until company open enrollment period to have that qualifying life event. So just make sure to-

Speaker speaker_2: It told me I had till the 12th, which is tomorrow.

Speaker speaker_1: Who told you that, sir?

Speaker speaker_2: The text that I got last week.

Speaker speaker_1: What did it take you to state fair?

Speaker speaker_2: Whatever.