

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, I was wondering, uh, how I can add on vision and dental, or... yeah, vision and dental onto my insurance. What staffing company do you work for? Crown Staffing. Say that again. Crown. The last four of your Social? 6838. First name? Lakenzie. L-A-K-E-N-Z-I-E. For security purposes, can you verify your address and date of birth for me? 2567 Barnsberg Road, 42503. And then what, what was the other one that you asked? Date of birth. Oh. 071406. Thank you. So we got your phone number, 606-389-2672? Yeah. Got email is lakenzie.stevens@icloud.com? Yes. So it looks like you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck. So at this point, you're going to have to wait until a company open enrollment period. You'd 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 add those to your coverage. So when would I be able to get it? Whenever I switch? Let's see. Let me see when Crown's, Crown's open enrollment would be. It looks like Crown's renewal will be December 2nd, and so January 3rd of next year. Okay. So that's when you'll be able to get enrolled with Crown. Was there anything I can help you- Okay. ... Ms. Stevens? That's it. Thanks for calling Benefits. That's it. I hope you have a great rest of your day. You too. Thank you. Take care.

Conversation Format

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

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

Speaker speaker_2: Uh, I was wondering, uh, how I can add on vision and dental, or... yeah, vision and dental onto my insurance.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Crown Staffing.

Speaker speaker_1: Say that again.

Speaker speaker_2: Crown.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 6838.

Speaker speaker_1: First name?

Speaker speaker_2: Lakenzie. L-A-K-E-N-Z-I-E.

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

Speaker speaker_2: 2567 Barnsberg Road, 42503. And then what, what was the other one that you asked?

Speaker speaker_1: Date of birth.

Speaker speaker_2: Oh. 071406.

Speaker speaker_1: Thank you. So we got your phone number, 606-389-2672?

Speaker speaker_2: Yeah.

Speaker speaker_1: Got email is lakenzie.stevens@icloud.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 received your first paycheck. So at this point, you're going to have to wait until a company open enrollment period. You'd 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 add those to your coverage.

Speaker speaker_2: So when would I be able to get it? Whenever I switch?

Speaker speaker_1: Let's see. Let me see when Crown's, Crown's open enrollment would be. It looks like Crown's renewal will be December 2nd, and so January 3rd of next year.

Speaker speaker_2: Okay.

Speaker speaker_1: So that's when you'll be able to get enrolled with Crown. Was there anything I can help you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... Ms. Stevens?

Speaker speaker_2: That's it.

Speaker speaker_1: Thanks for calling Benefits.

Speaker speaker_2: That's it.

Speaker speaker_1: I hope you have a great rest of your day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Take care.