

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 Cart. This is Malcolm. Hey, uh, this is Kentaris Cannon. I work with, uh, Goodyears and I work at ... I worked at Goodyear. I'm trying to see if I'm, uh, uh, eligible for, uh, insurance. What's the last four of your social? Uh, 29, 41. Right here, right here. You said 2941? Yeah. All right. You have an answer on the ride... First name? Your first name? Hello? Hello? Yes. I'm trying to see if, uh, if I'm a, do I have a insurance? What's your, what's your first name, sir? Kentaris Cannon. K-E-N-T-A-R-I-S. Say what one more time? For security purposes, can you verify your address and date of birth for me? Okay. 141 South Canal Street, Tupelo, Mississippi 3801... 38- 38804. And, uh, you said what else? Date of birth. Oh, 10-26-94. Thank you. So we got a good phone number. 662-401-1671? Yes. We get emails, kentariscannon8@gmail.com. Well, it could be that, but you can change it. It can... Either one, it don't matter. You can put, uh, Kenny Cannon at number 8 @gmail.com. How do you spell that? K-E-N-N-Y C-A-N-N-O-N, number 8, @gmail.com Put that as... Yeah, you can keep the other one too, though. So it doesn't look like you're enrolled in any coverage, but you guys are in open enrollment. Okay. Yeah. So what we need to do about that then? I can get you enrolled over in four. Okay. You can get it... h- how- Mm-hmm. Easy as that. Okay. Once you get enrollment, we do a take a thing today? No, sir. So it takes one to two weeks from the date of enrollment. And then once you see that- Okay. ... first deduction from your paycheck and we see it in our system- All right. ... now the following Monday is when your coverage will become active. Okay. Do you know how much it is right off? About four? It depends on what you get enrolled into. The plans, all the plans have different prices. Okay then, okay. Okay, then we'll see what... 'Cause we right now... Look, can I just call you back and, and do all that, like later on today? Yes, sir. We're open to 8:00 PM Eastern Time. Okay. Thank you. Okay. No problem.

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 Cart. This is Malcolm.

Speaker speaker_2: Hey, uh, this is Kentaris Cannon. I work with, uh, Goodyears and I work at ... I worked at Goodyear. I'm trying to see if I'm, uh, uh, eligible for, uh, insurance.

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

Speaker speaker_2: Uh, 29, 41. Right here, right here.

Speaker speaker_1: You said 2941?

Speaker speaker_3: Yeah. All right. You have an answer on the ride...

Speaker speaker_1: First name? Your first name?

Speaker speaker_2: Hello?

Speaker speaker_1: Hello?

Speaker speaker_2: Yes. I'm trying to see if, uh, if I'm a, do I have a insurance?

Speaker speaker_1: What's your, what's your first name, sir?

Speaker speaker_2: Kentaris Cannon. K-E-N-T-A-R-I-S. Say what one more time?

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

Speaker speaker_2: Okay. 141 South Canal Street, Tupelo, Mississippi 3801... 38- 38804. And, uh, you said what else?

Speaker speaker_1: Date of birth.

Speaker speaker_2: Oh, 10-26-94.

Speaker speaker_1: Thank you. So we got a good phone number. 662-401-1671?

Speaker speaker_2: Yes.

Speaker speaker_1: We get emails, kentariscannon8@gmail.com.

Speaker speaker_2: Well, it could be that, but you can change it. It can... Either one, it don't matter. You can put, uh, Kenny Cannon at number 8 @gmail.com.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: K-E-N-N-Y C-A-N-N-O-N, number 8, @gmail.com Put that as... Yeah, you can keep the other one too, though.

Speaker speaker_1: So it doesn't look like you're enrolled in any coverage, but you guys are in open enrollment.

Speaker speaker_2: Okay. Yeah. So what we need to do about that then?

Speaker speaker_1: I can get you enrolled over in four.

Speaker speaker_2: Okay. You can get it... h- how-

Speaker speaker_1: Mm-hmm. Easy as that.

Speaker speaker_2: Okay. Once you get enrollment, we do a take a thing today?

Speaker speaker_1: No, sir. So it takes one to two weeks from the date of enrollment. And then once you see that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... first deduction from your paycheck and we see it in our system-

Speaker speaker_2: All right.

Speaker speaker_1: ... now the following Monday is when your coverage will become active.

Speaker speaker_2: Okay. Do you know how much it is right off? About four?

Speaker speaker_1: It depends on what you get enrolled into. The plans, all the plans have different prices.

Speaker speaker_2: Okay then, okay. Okay, then we'll see what... 'Cause we right now... Look, can I just call you back and, and do all that, like later on today?

Speaker speaker_1: Yes, sir. We're open to 8:00 PM Eastern Time.

Speaker speaker_2: Okay. Thank you. Okay.

Speaker speaker_1: No problem.