

## **Transcript: Malcolm**

**Nash-5968106478845952-6303768004476928**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Chase for the Home and Benefits on the Card. This is Malcolm. How can I help you? Hi, my name is Jessica Greenlee. I work over here in, um, Bell Design through Partners Personnel. And I've been with you guys for about a year and I never established my, um, insurance. I was calling to see if I can set up my insurance. So what's happened to you from... Sorry, I'm a little stuffy. What's the last four of your Social? 0862. First name? Jessica. Last name? Greenlee. So that's... now I'm just, just thinking. Sorry, I'm sorry, but... No, you're fine. For security purposes, can you verify your address and date of birth for me? My address is 4400 East Mississippi Avenue and my date of birth is May 12th, 1993. So that's not the address that we have on file. Oh, you might have an old address, um... I'm gonna say it was on Warren. I don't remember the exact... Can you just verify with your full Social? Uh, 44804 0852. Thank you. So the address we have on file- on file is 2401 East Warren Avenue, Denver, Colorado 80210. Yep, right there on Warren. So that's the old address? Yes. Okay. So what's your new address? Uh, 4400 East Mississippi Avenue, apartment 13. And the city? Uh, Denver, Colorado 80246. You said 4400 East Mississippi Avenue? Yes. Yeah. So we gotta get a phone number. 580-951-8304. No, that's my old number. I now have a... It's 720-322-6834. You said 720-322-6834? Yes. And the email is at greenlee@gmail.com? Yes. Okay. So are you... Were you hired by any chance? No. You've been with the company since 11/20/23? Uh, I want to say October of last year 2023. Good. So at this point, you would have to wait until a company open enrollment period where you have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage with another carrier, because you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. I thought, um, November was open enrollment. So Partners open enrollment was 10/14 to 10/25. Um... Okay. You said 10- 10/14 to 10/25? Of this year. Yes, ma'am. So it already passed. So at this point you have to have a QLE, which is marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage. Okay. All right. Thank you. No problem. Ms. Greenlee, was there anything else I can help you with today? No, that's it. All right. This is Ricardo. Hope you have a great rest of your week. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Chase for the Home and Benefits on the Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, my name is Jessica Greenlee. I work over here in, um, Bell Design through Partners Personnel. And I've been with you guys for about a year and I never established my, um, insurance. I was calling to see if I can set up my insurance.

Speaker speaker\_1: So what's happened to you from...

Speaker speaker\_2: Sorry, I'm a little stuffy.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: 0862.

Speaker speaker\_1: First name?

Speaker speaker\_2: Jessica.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Greenlee.

Speaker speaker\_1: So that's... now I'm just, just thinking.

Speaker speaker\_2: Sorry, I'm sorry, but...

Speaker speaker\_1: No, you're fine. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: My address is 4400 East Mississippi Avenue and my date of birth is May 12th, 1993.

Speaker speaker\_1: So that's not the address that we have on file.

Speaker speaker\_2: Oh, you might have an old address, um... I'm gonna say it was on Warren. I don't remember the exact...

Speaker speaker\_1: Can you just verify with your full Social?

Speaker speaker\_2: Uh, 44804 0852.

Speaker speaker\_1: Thank you. So the address we have on file- on file is 2401 East Warren Avenue, Denver, Colorado 80210.

Speaker speaker\_2: Yep, right there on Warren.

Speaker speaker\_1: So that's the old address?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So what's your new address?

Speaker speaker\_2: Uh, 4400 East Mississippi Avenue, apartment 13.

Speaker speaker\_1: And the city?

Speaker speaker\_2: Uh, Denver, Colorado 80246.

Speaker speaker\_1: You said 4400 East Mississippi Avenue?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yeah. So we gotta get a phone number. 580-951-8304.

Speaker speaker\_2: No, that's my old number. I now have a... It's 720-322-6834.

Speaker speaker\_1: You said 720-322-6834?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email is at greenlee@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So are you... Were you hired by any chance?

Speaker speaker\_2: No.

Speaker speaker\_1: You've been with the company since 11/20/23?

Speaker speaker\_2: Uh, I want to say October of last year 2023.

Speaker speaker\_1: Good. So at this point, you would have to wait until a company open enrollment period where you have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage with another carrier, because you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck.

Speaker speaker\_2: I thought, um, November was open enrollment.

Speaker speaker\_1: So Partners open enrollment was 10/14 to 10/25.

Speaker speaker\_2: Um... Okay. You said 10- 10/14 to 10/25?

Speaker speaker\_1: Of this year. Yes, ma'am. So it already passed. So at this point you have to have a QLE, which is marriage and 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: Okay. All right. Thank you.

Speaker speaker\_1: No problem. Ms. Greenlee, was there anything else I can help you with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right. This is Ricardo. Hope you have a great rest of your week.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.