

## **Transcript: Pamela**

**Blanc-5793818813841408-6152965241618432**

### **Full Transcript**

It's okay. I'm speaking on behalf of my husband. Hi, uh, yes, ma'am. Hi, I'm just looking for Malcolm Michigan. Can you repeat the name, please? Malcolm. All right. Well, let me see if his number is available. Okay. Okay. May I have your first and last name? Uh-huh. My first and last name? Your first and last name, so I can pull up your file- Okay. ... and check if it's available or maybe I may refer you. Uh, it's Jabreka West. And who do you work for? Partner Personnel, so I guess you might not be able to help me. He left me a voicemail saying that I was ineligible for the insurance and I was just trying to figure out what was the cause of the ineligibility. Okay. So let me pull up your file. What, what is the last four digits of your Social Security? 6349. And you said Partner Personnel? Yes. And can you repeat your first and last name? I'm sorry. I was very barely hear you. Jabreka West. All right. This was for security reasons, just to make sure we are indeed on record. Can you quickly verify if we can see the address and date of birth, please? It is 201 Casey Drive, Apartment H148, Richmond Hill, Georgia 31324, date of birth December 19th, 1997. All right. Thank you for the information. We have a phone number on file now, 912-792-2992. And your email, your first... Jabreka? Yeah. Also write that one down. Mm-hmm. Okay, so he was calling to let you know that you are not at- eligible to enroll at this time. You will have to wait for company open enrollment or a qualified life event. Okay. Company open enrollment or what's that? A qualified life event is, let's say, if you have benefits and lost that in the last 30 days, within the last 30 days, that might be... You might be eligible to enroll. We have to provide us with proof that you lost the benefit. I didn't have benefits, so... So, Partner Personnel usually do open enrollment. Okay. Uh, around October. Okay. That will be your next chance to enroll. Okay, then. Thank you. All right. Thank you for calling Bennett Benecar. Have a great rest of the day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: It's okay.

Speaker speaker\_1: I'm speaking on behalf of my husband.

Speaker speaker\_2: Hi, uh, yes, ma'am. Hi, I'm just looking for Malcolm Michigan.

Speaker speaker\_1: Can you repeat the name, please?

Speaker speaker\_2: Malcolm.

Speaker speaker\_1: All right. Well, let me see if his number is available.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: May I have your first and last name?

Speaker speaker\_2: Uh-huh. My first and last name?

Speaker speaker\_1: Your first and last name, so I can pull up your file-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and check if it's available or maybe I may refer you.

Speaker speaker\_2: Uh, it's Jabreka West.

Speaker speaker\_1: And who do you work for?

Speaker speaker\_2: Partner Personnel, so I guess you might not be able to help me. He left me a voicemail saying that I was ineligible for the insurance and I was just trying to figure out what was the cause of the ineligibility.

Speaker speaker\_1: Okay. So let me pull up your file. What, what is the last four digits of your Social Security?

Speaker speaker\_2: 6349.

Speaker speaker\_1: And you said Partner Personnel?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And can you repeat your first and last name? I'm sorry. I was very barely hear you.

Speaker speaker\_2: Jabreka West.

Speaker speaker\_1: All right. This was for security reasons, just to make sure we are indeed on record. Can you quickly verify if we can see the address and date of birth, please?

Speaker speaker\_2: It is 201 Casey Drive, Apartment H148, Richmond Hill, Georgia 31324, date of birth December 19th, 1997.

Speaker speaker\_1: All right. Thank you for the information. We have a phone number on file now, 912-792-2992. And your email, your first... Jabreka?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Also write that one down.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay, so he was calling to let you know that you are not at- eligible to enroll at this time. You will have to wait for company open enrollment or a qualified life event.

Speaker speaker\_2: Okay. Company open enrollment or what's that?

Speaker speaker\_1: A qualified life event is, let's say, if you have benefits and lost that in the last 30 days, within the last 30 days, that might be... You might be eligible to enroll. We have to provide us with proof that you lost the benefit.

Speaker speaker\_2: I didn't have benefits, so...

Speaker speaker\_1: So, Partner Personnel usually do open enrollment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, around October.

Speaker speaker\_2: Okay.

Speaker speaker\_1: That will be your next chance to enroll.

Speaker speaker\_2: Okay, then. Thank you.

Speaker speaker\_1: All right. Thank you for calling Bennett Benecar. Have a great rest of the day.

Speaker speaker\_2: You too. Bye-bye.