

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Pamela speaking, how may I help you? Um, yes, I need to apply for insurance. Who do you work for, ma'am? Hamilton Reicker. Thank you. And the last four digits of your Social? 9497. All right. Your first and last name? Melody Ward. Ms. Ward, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth. I think y'all have my mom's address which is 812 Poindexter Street, Owensboro, Kentucky. And my birthdate is 12/18/1978. Thank you. We have a phone number on file, 302-5657, and 784.mw@gmail.com is your email. That phone number is 302-5667? Yes. Yes. Okay. And when did you start working for, um, Hamilton Reickers? Uh, July 25th, but I just got off the phone with Hamilton Reicker, and they said that I should be able to apply for insurance at any time. That's not how it works, I don't know why they would give you that information. 'Cause you are allowed to do only your 30 days personal open enrollment, company open enrollment or a qualified life event. The qualified life event will be, like, let's say if you lost benefits with another carrier in the last 30 days, that would qualify you to enroll in the benefits. Now, um, open enrollment for Hamilton Reickers will be in December, it starts on the 23rd into January, um, hmm. Huh, hold on, I got... Yeah. Um, yeah, on J- on December 23rd, that's when it's the... open enrollment will start for Hamilton Reickers. Okay, so there's no way I can get insurance sooner because- No, ma'am. ... I just got some bad news and I kinda need the insurance. I completely understand but, um, unfortunately, we will not be able to enroll you unless you lost benefits in the last 30 days. All right, thank you. Sure, thank you for giving us a call, have a great rest of the day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Um, yes, I need to apply for insurance.

Speaker speaker_1: Who do you work for, ma'am?

Speaker speaker_2: Hamilton Reicker.

Speaker speaker_1: Thank you. And the last four digits of your Social?

Speaker speaker_2: 9497.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Melody Ward.

Speaker speaker_1: Ms. Ward, for security reasons, just to make sure we are in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: I think y'all have my mom's address which is 812 Poindexter Street, Owensboro, Kentucky. And my birthdate is 12/18/1978.

Speaker speaker_1: Thank you. We have a phone number on file, 302-5657, and 784.mw@gmail.com is your email.

Speaker speaker_2: That phone number is 302-5667?

Speaker speaker_1: Yes.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And when did you start working for, um, Hamilton Reickers?

Speaker speaker_2: Uh, July 25th, but I just got off the phone with Hamilton Reicker, and they said that I should be able to apply for insurance at any time.

Speaker speaker_1: That's not how it works, I don't know why they would give you that information. 'Cause you are allowed to do only your 30 days personal open enrollment, company open enrollment or a qualified life event. The qualified life event will be, like, let's say if you lost benefits with another carrier in the last 30 days, that would qualify you to enroll in the benefits. Now, um, open enrollment for Hamilton Reickers will be in December, it starts on the 23rd into January, um, hmm. Huh, hold on, I got... Yeah. Um, yeah, on J- on December 23rd, that's when it's the... open enrollment will start for Hamilton Reickers.

Speaker speaker_2: Okay, so there's no way I can get insurance sooner because-

Speaker speaker_1: No, ma'am.

Speaker speaker_2: ... I just got some bad news and I kinda need the insurance.

Speaker speaker_1: I completely understand but, um, unfortunately, we will not be able to enroll you unless you lost benefits in the last 30 days.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Sure, thank you for giving us a call, have a great rest of the day.