

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hi, good morning. Um, I'm calling, um, with... to see if I can enroll in health insurance. I'm- And who do you work for? Um, for Partners personnel. May I have the last four digits of your Social so I can pull up your file? Uh, Flores. The last four digits of your Social. Uh, 3259. Your first and last name? Uh, Denise Flores. Ms. Flores, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Yeah, cor- uh, my date of birth is 04-26-2000 and my address is 22207 3rd Street, Apartment B, Newhall, California 91321. Thank you for the information. We have a telephone number on file 661-365-2466 and your email is invalid\_legacyid\_15295663@gmail.com? Uh, no. It's- it's... I have another email. What is the email? It's deniseflores4260@icloud.com. 4260? Yes. Icloud.com? Yes. Correct. All right. How long you been working for Partners? Um, since 2022, I believe. Because, um... All right, so have you taken a break or no? No. So you're gonna have to wait for company open enrollment. They usually do it on October, uh- Oh, okay. ... for you to be able to enroll, or a qualified life event, like lo- losing the coverage in the last 30 days from another carrier, newborn baby. Mm-hmm. Those are, those are the qualified life event that you will be able to enroll. Okay. How... Okay. Um, how long are they, is the enrollment period open? Usually, like, two weeks, I believe. Oh, okay. All right. I guess I'll, I'll wait. No problem. Is there anything else I could do for you? Um, no, that's all. Thank you so much. Bye. Thank you for giving us a call. Have a great rest of the day. Bye. You, too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, good morning. Um, I'm calling, um, with... to see if I can enroll in health insurance. I'm-

Speaker speaker\_0: And who do you work for?

Speaker speaker\_1: Um, for Partners personnel.

Speaker speaker\_0: May I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_1: Uh, Flores.

Speaker speaker\_0: The last four digits of your Social.

Speaker speaker\_1: Uh, 3259.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Uh, Denise Flores.

Speaker speaker\_0: Ms. Flores, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: Yeah, cor- uh, my date of birth is 04-26-2000 and my address is 22207 3rd Street, Apartment B, Newhall, California 91321.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file 661-365-2466 and your email is invalid\_legacyid\_15295663@gmail.com?

Speaker speaker\_1: Uh, no. It's- it's... I have another email.

Speaker speaker\_0: What is the email?

Speaker speaker\_1: It's deniseflores4260@icloud.com.

Speaker speaker\_0: 4260?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Icloud.com?

Speaker speaker\_1: Yes. Correct.

Speaker speaker\_0: All right. How long you been working for Partners?

Speaker speaker\_1: Um, since 2022, I believe.

Speaker speaker\_0: Because, um... All right, so have you taken a break or no?

Speaker speaker\_1: No.

Speaker speaker\_0: So you're gonna have to wait for company open enrollment. They usually do it on October, uh-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... for you to be able to enroll, or a qualified life event, like lo- losing the coverage in the last 30 days from another carrier, newborn baby.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Those are, those are the qualified life event that you will be able to enroll.

Speaker speaker\_1: Okay. How... Okay. Um, how long are they, is the enrollment period open?

Speaker speaker\_0: Usually, like, two weeks, I believe.

Speaker speaker\_1: Oh, okay. All right. I guess I'll, I'll wait.

Speaker speaker\_0: No problem. Is there anything else I could do for you?

Speaker speaker\_1: Um, no, that's all. Thank you so much. Bye.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: Bye. You, too.