

## Transcript: Pearl

**Rojas-5586577399136256-6275582847533056**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl De La Roja speaking. Um, yes, my name is Dereka Love. Um, I was calling because I have insurance through my work company, but I don't have a card. Okay. What's the name of the company you work for? Crown Services, Crown Staffing. And the last four digits of your Social? 9505. Mm-hmm. And can you confirm your address and date of birth? My address? Yes. 1415 West Seventh Street, Hopkinsville, Kentucky 42240. And my date of birth is 09/05/2002. Okay. And have you provided 346-207-0047? Yes. Can I have your email address, at dereka.love@yahoo.com? Yes. Okay. I don't have you with coverage. So I'm not... They said I was covered. Nope, I don't have you enrolled in anything, and I don't have anything in your enrollment either. So what do I need to do? Huh? Let me take a look here. How long have you been working with Crown? Um, I've been there for, uh, I want to say since November. Okay, so there's only two timeframes when you can enroll in coverage, during the first 30 days of receiving your first paycheck or during company open enrollment. Company open enrollment for Crown is... Hold on. Is in the end of December, unless you have a qualified life event occur, which is, like, something like marriage, divorce, birth of a child, adoption of a child, turning the age of 18, or involuntarily losing coverage elsewhere. Okay, so I won't be able to until open enrollment? Correct, which is beginning of December. Okay, thank you. No problem.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl De La Roja speaking.

Speaker speaker\_1: Um, yes, my name is Dereka Love. Um, I was calling because I have insurance through my work company, but I don't have a card.

Speaker speaker\_0: Okay. What's the name of the company you work for?

Speaker speaker\_1: Crown Services, Crown Staffing.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: 9505.

Speaker speaker\_0: Mm-hmm. And can you confirm your address and date of birth?

Speaker speaker\_1: My address?

Speaker speaker\_0: Yes.

Speaker speaker\_1: 1415 West Seventh Street, Hopkinsville, Kentucky 42240. And my date of birth is 09/05/2002.

Speaker speaker\_0: Okay. And have you provided 346-207-0047?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I have your email address, at dereka.love@yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I don't have you with coverage.

Speaker speaker\_1: So I'm not... They said I was covered.

Speaker speaker\_0: Nope, I don't have you enrolled in anything, and I don't have anything in your enrollment either.

Speaker speaker\_1: So what do I need to do?

Speaker speaker\_0: Huh? Let me take a look here. How long have you been working with Crown?

Speaker speaker\_1: Um, I've been there for, uh, I want to say since November.

Speaker speaker\_0: Okay, so there's only two timeframes when you can enroll in coverage, during the first 30 days of receiving your first paycheck or during company open enrollment. Company open enrollment for Crown is... Hold on. Is in the end of December, unless you have a qualified life event occur, which is, like, something like marriage, divorce, birth of a child, adoption of a child, turning the age of 18, or involuntarily losing coverage elsewhere.

Speaker speaker\_1: Okay, so I won't be able to until open enrollment?

Speaker speaker\_0: Correct, which is beginning of December.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem.