

## **Transcript: Sara**

**Marulanda-5269012097744896-4742923952799744**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Sarah. May I have your name please? My name is, uh, Scott Dalton Hamback. Hello, sir. How may I help you? Um, I was gonna ask, um, are they still, uh, in enrollment? Are they still having enrollment on the insurance? What company are you calling from? I'm, uh, with TRC. Sure. TRC Staffing. Okay. Give me just a minute. Let me check for them. TRC. Okay, I'm, I'm just waiting for the system to download. Give me just a minute. No, it ended on October the 16th. Oh, okay. When will they be doing another enrollment? Do you, do you know? Next year. Um, it will be next year, same date. Okay. Um, have you experienced any, like, qualifying life event, like if during the last 30 days have you been married, divorced, have a child, adopt a child? No, no, I'm, I'm, I'm single. I'm, I'm not married, nor- Okay, have you had involuntary loss- I had a girl. I had a girl. What's that? Have you involuntary loss coverage with another company during the last 30 days on that insurance? I haven't had... I haven't really got any coverage with, with anybody. Oh, okay. I was just asking, um... I was thinking about going Obamacare, but like I said, I didn't know if enrollment still will, was, was still able to go with enrollment with TRC or not. Okay. And I don't know the new rules. I don't know the new rules when it comes to healthcare and what you can do and what you can't, you know? Yes, I understand you. Complete understand you. Yes, but in that case, uh, we will- Okay. ... have to wait until the next company open enrollment which will be on, between September and October. The whole year. Oh, next year, right? Yes, sir. Okay. So I might be able to apply for Obamacare then? Um, I don't know. We don't handle Obamacare. We just- I know. ... uh, go through the insurance and through the companies. Yes, sir. 'Cause I tried to get up on the website and it's asking me to log in or anything just to get some information, so, um, I went to the website that, you know, that the paper said and it basically it's telling me to log in and all that to, you know, get information. So, you know, I didn't know if it would just show me information about, you know- Mm-hmm. Yeah, unfortunately- ... about this insurance company. ... no, this insurance is through the companies, so we go through the companies, but Obamacare isn't... I mean, I think they're with the marketplace or something like that. I'm not sure. Okay. All right. Yeah. Well, thank you. I'm sorry. You're more than welcome. Have a great day and thank you for calling us. All right. Bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes.  
Thank you for calling Benefits in a Card, my name is Sarah. May I have your name please?

My name is, uh, Scott Dalton Hamback. Hello, sir. How may I help you? Um, I was gonna ask, um, are they still, uh, in enrollment? Are they still having enrollment on the insurance? What company are you calling from? I'm, uh, with TRC. Sure. TRC Staffing. Okay. Give me just a minute. Let me check for them. TRC. Okay, I'm, I'm just waiting for the system to download. Give me just a minute. No, it ended on October the 16th. Oh, okay. When will they be doing another enrollment? Do you, do you know? Next year. Um, it will be next year, same date. Okay. Um, have you experienced any, like, qualifying life event, like if during the last 30 days have you been married, divorced, have a child, adopt a child? No, no, I'm, I'm, I'm single. I'm, I'm not married, nor- Okay, have you had involuntary loss- I had a girl. I had a girl. What's that? Have you involuntary loss coverage with another company during the last 30 days on that insurance? I haven't had... I haven't really got any coverage with, with anybody. Oh, okay. I was just asking, um... I was thinking about going Obamacare, but like I said, I didn't know if enrollment still will, was, was still able to go with enrollment with TRC or not. Okay. And I don't know the new rules. I don't know the new rules when it comes to healthcare and what you can do and what you can't, you know? Yes, I understand you. Complete understand you. Yes, but in that case, uh, we will- Okay. ... have to wait until the next company open enrollment which will be on, between September and October. The whole year. Oh, next year, right? Yes, sir. Okay. So I might be able to apply for Obamacare then? Um, I don't know. We don't handle Obamacare. We just- I know. ... uh, go through the insurance and through the companies. Yes, sir. 'Cause I tried to get up on the website and it's asking me to log in or anything just to get some information, so, um, I went to the website that, you know, that the paper said and it basically it's telling me to log in and all that to, you know, get information. So, you know, I didn't know if it would just show me information about, you know- Mm-hmm. Yeah, unfortunately- ... about this insurance company. ... no, this insurance is through the companies, so we go through the companies, but Obamacare isn't... I mean, I think they're with the marketplace or something like that. I'm not sure. Okay. All right. Yeah. Well, thank you. I'm sorry. You're more than welcome. Have a great day and thank you for calling us. All right. Bye.