

## **Transcript: Estefania**

**Acevedo-4524588034211840-5447810095300608**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yeah, I was trying to see, uh, if I had your insurance with you. Okay, yeah, I could check. Um, what staff and agency do you work for? Serge. And then, what are the last four of your social? 2959. Your first and last name please? Malcolm Washington. Okay, for security purposes, could you verify your address and your date of birth? 3319 Clairmont Road and 110288. Um, what's that city and state? Columbus, Florida. Is 706-880-1722 your phone number? Yes. Then I have washing\_washington@hotmail.com? Yes. Okay. Um, so yeah, you actually don't have any active coverage, um, 'cause y- you don't have any active plans. Uh, would you be able to sign me up yet? To en- so only two periods you're eligible to enroll. So the first period is within your personal open enrollment, which they consider the first 30 days of you receiving your first check, or within company open enrollment period, which for Serge is in the month of August. Um, in the last... Sorry. In the last 30 days, have you lost benefit, gotten married, divorced, had a baby or adopted? No. Yeah, so unfortunately, I wouldn't be able to enroll you, because you would either have had to experience one of those within the past 30 days or, um, you would have to be within your personal open enrollment or your company open enrollment. But you're welcome to call back in the month of August, once they're within company open enrollment, to sign up for the benefits. Okay, thank you. You're welcome. Have a nice day, sir.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yeah, I was trying to see, uh, if I had your insurance with you.

Speaker speaker\_1: Okay, yeah, I could check. Um, what staff and agency do you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: And then, what are the last four of your social?

Speaker speaker\_2: 2959.

Speaker speaker\_1: Your first and last name please?

Speaker speaker\_2: Malcolm Washington.

Speaker speaker\_1: Okay, for security purposes, could you verify your address and your date of birth?

Speaker speaker\_2: 3319 Clairmont Road and 110288.

Speaker speaker\_1: Um, what's that city and state?

Speaker speaker\_2: Columbus, Florida.

Speaker speaker\_1: Is 706-880-1722 your pho- phone number?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Then I have washing\_washington@hotmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so yeah, you actually don't have any active coverage, um, 'cause y- you don't have any active plans.

Speaker speaker\_2: Uh, would you be able to sign me up yet?

Speaker speaker\_1: To en- so only two periods you're eligible to enroll. So the first period is within your personal open enrollment, which they consider the first 30 days of you receiving your first check, or within company open enrollment period, which for Serge is in the month of August. Um, in the last... Sorry. In the last 30 days, have you lost benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker\_2: No.

Speaker speaker\_1: Yeah, so unfortunately, I wouldn't be able to enroll you, because you would either have had to experience one of those within the past 30 days or, um, you would have to be within your personal open enrollment or your company open enrollment. But you're welcome to call back in the month of August, once they're within company open enrollment, to sign up for the benefits.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You're welcome. Have a nice day, sir.