

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Inquirer, my name is Stephanie. How can I assist you? Um, yes, I'm trying to look for, um, insurance. Okay. Um, which government agency are you with? Uh, Hamilton Reiger. Okay, thank you. And then, what are the last four of your Social? 9497. And for security purposes, could you give me your first name, last name and date of birth as well as address? Uh, my first name is Melody, last name is Ward. My birthday is December 18th, 1978. And my address is 32 State Route 403. Okay. Um, did you recently move by any chance? Uh, I also have my... use my mother's address, which is 812 Poindexter, Owensboro, Kentucky. Okay, thank you. Is your phone number still the 270-302-5667? Yes, ma'am. And then I have MD, last name 784.MW@gmail.com. Is that still up to date? Yes. Okay. Um, how long have you been working with them? I think since September or August. Okay. Um, in the last 30 days, have you, like, lost benefit, gotten married, divorced, had a baby or adopted? Uh, I I- lost my medical card at the end of September. Okay. That's the only change that I've had. Okay. So, right now I wouldn't be able to enroll you because you're outside your personal open enrollment period. Those are the first 30 days of, um, receiving your first check. But the good news is, is that your company's company open enrollment period is coming up next month. Um, it looks like from the date of December 23rd until January 31st. That's the company's open enrollment period. So you're welcome to give us a call within that, those dates, and we'll be able to enroll you into healthcare benefits. If you wish, I can go ahead and send you the benefit guide so that you can already have an idea of the plans that they offer. Call with them f60- Uh, no, that's all right. Oh, okay. That's all right. I'm sorry. That's all right. Okay. Did you have any more questions? Uh, nope, that's it. All right. Have a nice day. You too.

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 Inquirer, my name is Stephanie. How can I assist you?

Speaker speaker_2: Um, yes, I'm trying to look for, um, insurance.

Speaker speaker_1: Okay. Um, which government agency are you with?

Speaker speaker_2: Uh, Hamilton Reiger.

Speaker speaker_1: Okay, thank you. And then, what are the last four of your Social?

Speaker speaker_2: 9497.

Speaker speaker_1: And for security purposes, could you give me your first name, last name and date of birth as well as address?

Speaker speaker_2: Uh, my first name is Melody, last name is Ward. My birthday is December 18th, 1978. And my address is 32 State Route 403.

Speaker speaker_1: Okay. Um, did you recently move by any chance?

Speaker speaker_2: Uh, I also have my... use my mother's address, which is 812 Poindexter, Owensboro, Kentucky.

Speaker speaker_1: Okay, thank you. Is your phone number still the 270-302-5667?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then I have MD, last name 784.MW@gmail.com. Is that still up to date?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, how long have you been working with them?

Speaker speaker_2: I think since September or August.

Speaker speaker_1: Okay. Um, in the last 30 days, have you, like, lost benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker_2: Uh, I I- lost my medical card at the end of September.

Speaker speaker_1: Okay.

Speaker speaker_2: That's the only change that I've had.

Speaker speaker_1: Okay. So, right now I wouldn't be able to enroll you because you're outside your personal open enrollment period. Those are the first 30 days of, um, receiving your first check. But the good news is, is that your company's company open enrollment period is coming up next month. Um, it looks like from the date of December 23rd until January 31st. That's the company's open enrollment period. So you're welcome to give us a call within that, those dates, and we'll be able to enroll you into healthcare benefits. If you wish, I can go ahead and send you the benefit guide so that you can already have an idea of the plans that they offer. Call with them f60-

Speaker speaker_2: Uh, no, that's all right.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: That's all right.

Speaker speaker_1: I'm sorry.

Speaker speaker_2: That's all right.

Speaker speaker_1: Okay. Did you have any more questions?

Speaker speaker_2: Uh, nope, that's it.

Speaker speaker_1: All right. Have a nice day.

Speaker speaker_2: You too.