

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, um, I just got informed by my job about the insurance, health insurance enrollment, but on the paper it says the period ended on January 21st. I was wondering if I still could enroll or not. Um, let me check on that. What's the staffing agency you work for? I work at, um, MAU Workforce Solutions. And the last four of your social? 7172. And what was your first and last name? My name is Jamar Clark. J-A-M-A-R C-L-A-R-K. And for security purposes, could you verify your home address, including city, state and zip code? 506 Laney, L-A-N-E-Y, Walker Place, 30901, Augusta, Georgia. And confirm your date of birth? March 9, 2005. And a good telephone number have as 803-967-0827? Yes, sir. And the email has its jamarclark97 at gmail? Yes, sir. Okay, so looking at the file does tell me that you, uh... Let's see. So, MAU is outside of their company open enrollment period. Mm-hmm. Um, it did end on January 21st of 2025. So, as of right now, if you wanted to be enrolled, you would have to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or wait until MAU's next open enrollment period, which is next December. Oh, next December. Mm-hmm. So, there's not nowhere I could sign... I, I mean, there's not nowhere I can enroll? Correct, because you're outside of your personal open enrollment period- Mm-hmm. ... which is 30 days from your first paycheck, and company open enrollment ended on January 21st. Okay. Well, thank you for your time. You're welcome. You have a great day, Jamar, okay? You too. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, um, I just got informed by my job about the insurance, health insurance enrollment, but on the paper it says the period ended on January 21st. I was wondering if I still could enroll or not.

Speaker speaker_0: Um, let me check on that. What's the staffing agency you work for?

Speaker speaker_1: I work at, um, MAU Workforce Solutions.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 7172.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: My name is Jamar Clark. J-A-M-A-R C-L-A-R-K.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: 506 Laney, L-A-N-E-Y, Walker Place, 30901, Augusta, Georgia.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: March 9, 2005.

Speaker speaker_0: And a good telephone number have as 803-967-0827?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email has its jamarclark97 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so looking at the file does tell me that you, uh... Let's see. So, MAU is outside of their company open enrollment period.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, it did end on January 21st of 2025. So, as of right now, if you wanted to be enrolled, you would have to either experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or wait until MAU's next open enrollment period, which is next December.

Speaker speaker_1: Oh, next December.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: So, there's not nowhere I could sign... I, I mean, there's not nowhere I can enroll?

Speaker speaker_0: Correct, because you're outside of your personal open enrollment period-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... which is 30 days from your first paycheck, and company open enrollment ended on January 21st.

Speaker speaker_1: Okay. Well, thank you for your time.

Speaker speaker_0: You're welcome. You have a great day, Jamar, okay?

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.