

## **Transcript: Malcolm**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits and Empires. This is Malcolm. How can I help you? Um, yes. I'm trying to find out some information about, um, benefits through my employer. Ma'am, what staffing company do you work for? Um, it is Partners Personnel. What's the last four of your social? 5401. First name? C-H-A-N-I-N, Chanin. Last name? Wilson. Okay. For security purposes, can you verify your address and date of birth for me? Um, 4827 West 117th Way, Westminster, Colorado, 80031. Nine four 69. Thank you. So we got your email at chanin.wilson@comcast.net? That is correct. Okay. What can I help you with today, Ms. Wilson? You know, my husband passed away. And, um, so now I... he was the one carrying our insurance. So, um, here soon I'm not going to have insurance, so I'm just trying to figure out what the insurance that is offered through my company is. All right, so it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point- Right. ... you have to wait until the company open enrollment period where you have to have a qualifying life event. No, but it qualifies... I, I was gonna say, it counts as a qualifying life event since I'm losing my insurance. All right. So with that being the case, we would actually... Do you actually have the documentation of when your coverage will end? Because that will be needed in order to provide the proof for the QM. Okay. So but... I would just like to see... Can you send me documentation so I can see what you offer so that then I can decide if that's the route I want to go or if I want to go out on the marketplace or what I want to do? Yes, ma'am. I just need your benefits via email. Perfect. W- was there anything else I could help you today, Ms. Wilson? Nope, that's it. So I just sent that, benefits guide, to your email. Perfect. Thank you very much. No problem, Ms. Chanin. I hope you have a great rest of your weekend. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits and Empires. This is Malcolm. How can I help you?

Speaker speaker\_2: Um, yes. I'm trying to find out some information about, um, benefits through my employer.

Speaker speaker\_1: Ma'am, what staffing company do you work for?

Speaker speaker\_2: Um, it is Partners Personnel.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 5401.

Speaker speaker\_1: First name?

Speaker speaker\_2: C-H-A-N-I-N, Chanin.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Wilson.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Um, 4827 West 117th Way, Westminster, Colorado, 80031. Nine four 69.

Speaker speaker\_1: Thank you. So we got your email at chanin.wilson@comcast.net?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: Okay. What can I help you with today, Ms. Wilson?

Speaker speaker\_2: You know, my husband passed away. And, um, so now I... he was the one carrying our insurance. So, um, here soon I'm not going to have insurance, so I'm just trying to figure out what the insurance that is offered through my company is.

Speaker speaker\_1: All right, so it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... you have to wait until the company open enrollment period where you have to have a qualifying life event.

Speaker speaker\_2: No, but it qualifies... I, I was gonna say, it counts as a qualifying life event since I'm losing my insurance.

Speaker speaker\_1: All right. So with that being the case, we would actually... Do you actually have the documentation of when your coverage will end? Because that will be needed in order to provide the proof for the QM.

Speaker speaker\_2: Okay. So but... I would just like to see... Can you send me documentation so I can see what you offer so that then I can decide if that's the route I want to go or if I want to go out on the marketplace or what I want to do?

Speaker speaker\_1: Yes, ma'am. I just need your benefits via email.

Speaker speaker\_2: Perfect.

Speaker speaker\_1: W- was there anything else I could help you today, Ms. Wilson?

Speaker speaker\_2: Nope, that's it.

Speaker speaker\_1: So I just sent that, benefits guide, to your email.

Speaker speaker\_2: Perfect. Thank you very much.

Speaker speaker\_1: No problem, Ms. Chanin. I hope you have a great rest of your weekend.

Speaker speaker\_2: Thank you. Bye-bye.