

## Transcript: Malcolm

**Nash-4808982986539008-6594508567658496**

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hello, this is Abdul Nassir. Yesterday I was in Doherty office. I... To get the insurance and they give me the website and I tried. They said try to call this number. You were wanting to get enrolled in for the health insurance? Yes. What staffing company do you work for? Uh, Doherty. TRC? Doherty. I work in Seagate, but the agency's Doherty. What is the name of the staffing company? Seagate. I work in Seagate, but the, the agency's, uh, Doherty. I need the staffing company you went through to get the job, sir. Okay. Just a... Just a minute, okay. Hello? Yeah, yeah. I'm with you just a second, sir. Give me a moment. D-A... D-O-H-E-R-T-Y. Doherty. The- Just one moment. One more time. ... one that.. Doherty. It's hard for me to hear you, sir. Doherty. Doherty. I work in Seagate, but the agency, my agency is Doherty. Doherty? Yeah. Okay. I work, uh- What's the last- Yeah. What's the last four of your Social? And 8755. First name? Abdul Nassir. For security purposes, can you verify your address and date of birth for me? Uh, date of birth, uh, March, uh, 11, 1985. And my address, uh, 7610 Penny Avenue, Richfield. I need the city, state, zip code as well. Zip code. Okay. I need the city, state and zip code. Uh, again? I need the city, state and zip code. The zip code or... I need the city, state- The city- ... and the zi- The city is- ... and the zip code. The city is Rich-Richfield. The zip code- And then- ... is 55423. And the state? Minnesota. Thank you. Excuse me. Do I get a phone number, 763-353-7646? Yes. Want to get email as first name, last name29@gmail.com? Yes. All right. So based off your hire date, it doesn't look like you're eligible to get enrolled into the coverage, sir. My hire what? Based off your hire date, it doesn't look like you're eligible to get enrolled into the coverage. The company? You're not eligible to get enrolled into the coverage, sir, based off your eli- your, uh, hire date. My hire date is like now, right? Now. Yes, sir. You're not, you're not eligible to get enrolled into the coverage. You'll have to wait until a company open enrollment period. You have to have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. When's it gonna open? Looks like their open enrollment was from December 23rd until January 31st. Yeah, but again, when's it gonna open again soon? So it won't be until December again of this year? Uh-huh. It won't be until December again of this year. Okay. Thank you. No problem, Mr. Muhammad. What... Was there anything else I can help you with today? Uh, no. Thank you. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Okay. Thank you. Have a good day.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hello, this is Abdul Nassir. Yesterday I was in Doherty office. I... To get the insurance and they give me the website and I tried. They said try to call this number.

Speaker speaker\_0: You were wanting to get enrolled in for the health insurance?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, Doherty.

Speaker speaker\_0: TRC?

Speaker speaker\_1: Doherty. I work in Seagate, but the agency's Doherty.

Speaker speaker\_0: What is the name of the staffing company?

Speaker speaker\_1: Seagate. I work in Seagate, but the, the agency's, uh, Doherty.

Speaker speaker\_0: I need the staffing company you went through to get the job, sir.

Speaker speaker\_1: Okay. Just a... Just a minute, okay.

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yeah, yeah. I'm with you just a second, sir. Give me a moment. D-A... D-O-H-E-R-T-Y. Doherty. The-

Speaker speaker\_0: Just one moment. One more time.

Speaker speaker\_1: ... one that... Doherty.

Speaker speaker\_0: It's hard for me to hear you, sir.

Speaker speaker\_1: Doherty. Doherty. I work in Seagate, but the agency, my agency is Doherty.

Speaker speaker\_0: Doherty?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I work, uh-

Speaker speaker\_0: What's the last-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: And 8755.

Speaker speaker\_0: First name?

Speaker speaker\_1: Abdul Nassir.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, date of birth, uh, March, uh, 11, 1985. And my address, uh, 7610 Penny Avenue, Richfield.

Speaker speaker\_0: I need the city, state, zip code as well.

Speaker speaker\_1: Zip code. Okay.

Speaker speaker\_0: I need the city, state and zip code.

Speaker speaker\_1: Uh, again?

Speaker speaker\_0: I need the city, state and zip code.

Speaker speaker\_1: The zip code or...

Speaker speaker\_0: I need the city, state-

Speaker speaker\_1: The city-

Speaker speaker\_0: ... and the zi-

Speaker speaker\_1: The city is-

Speaker speaker\_0: ... and the zip code.

Speaker speaker\_1: The city is Rich- Richfield. The zip code-

Speaker speaker\_0: And then-

Speaker speaker\_1: ... is 55423.

Speaker speaker\_0: And the state?

Speaker speaker\_1: Minnesota.

Speaker speaker\_0: Thank you. Excuse me. Do I get a phone number, 763-353-7646?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Want to get email as first name, last name29@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So based off your hire date, it doesn't look like you're eligible to get enrolled into the coverage, sir.

Speaker speaker\_1: My hire what?

Speaker speaker\_0: Based off your hire date, it doesn't look like you're eligible to get enrolled into the coverage.

Speaker speaker\_1: The company?

Speaker speaker\_0: You're not eligible to get enrolled into the coverage, sir, based off your eli- your, uh, hire date.

Speaker speaker\_1: My hire date is like now, right? Now.

Speaker speaker\_0: Yes, sir. You're not, you're not eligible to get enrolled into the coverage. You'll have to wait until a company open enrollment period. You have to have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker\_1: Okay. When's it gonna open?

Speaker speaker\_0: Looks like their open enrollment was from December 23rd until January 31st.

Speaker speaker\_1: Yeah, but again, when's it gonna open again soon?

Speaker speaker\_0: So it won't be until December again of this year?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: It won't be until December again of this year.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem, Mr. Muhammad. What... Was there anything else I can help you with today?

Speaker speaker\_1: Uh, no. Thank you.

Speaker speaker\_0: Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: Okay. Thank you. Have a good day.