

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. I would like you to, wanting to sign up for benefits. What staff of the company do you work for? Partner, Chris Miller. Last four of your social? Nine, nine, seven, five. First name? Kaylee, K-A-Y-L-E-E. Last name? Hettinger, H-E-T-T-I-N-G-E-R. Okay. For security purposes, can you verify your address and date of birth for me? 1902 Champlain Drive, Milburn, Tennessee, three, seven, zero, eight, six. My birthday is 2/23/1999. Thank you. There is no phone number on file. Would you like to add a phone number? Uh, yes, please. What's a good number for you? It is 574... Sorry about that. 574- You said 574? It is 574- Mm-hmm. Yeah. 326-8307. You said 574-326-8307? Yes. And the email is kaylee.hedinger3@gmail.com? Correct. Thank you. Unfortu- unfortunately, Ms. Kaylee, it looks like you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck. So at this point, you'll have to wait until our company open enrollment period or you had to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage. Jesus. Well, that's great. Uh, well, they didn't tell me that, so... That's awesome. Thank you. Never mind then. Well, was there anything else I can help you with today, Ms. Hedinger? Nope. Okay. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. I would like you to, wanting to sign up for benefits.

Speaker speaker_0: What staff of the company do you work for?

Speaker speaker_1: Partner, Chris Miller.

Speaker speaker_0: Last four of your social?

Speaker speaker_1: Nine, nine, seven, five.

Speaker speaker_0: First name?

Speaker speaker_1: Kaylee, K-A-Y-L-E-E.

Speaker speaker_0: Last name?

Speaker speaker_1: Hettinger, H-E-T-T-I-N-G-E-R.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 1902 Champlain Drive, Milburn, Tennessee, three, seven, zero, eight, six. My birthday is 2/23/1999.

Speaker speaker_0: Thank you. There is no phone number on file. Would you like to add a phone number?

Speaker speaker_1: Uh, yes, please.

Speaker speaker_0: What's a good number for you?

Speaker speaker_1: It is 574... Sorry about that. 574-

Speaker speaker_0: You said 574?

Speaker speaker_1: It is 574-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Yeah. 326-8307.

Speaker speaker_0: You said 574-326-8307?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is kaylee.hedinger3@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. Unfortu- unfortunately, Ms. Kaylee, it looks like you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck. So at this point, you'll have to wait until our company open enrollment period or you had to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into the coverage.

Speaker speaker_1: Jesus. Well, that's great. Uh, well, they didn't tell me that, so... That's awesome. Thank you. Never mind then.

Speaker speaker_0: Well, was there anything else I can help you with today, Ms. Hedinger?

Speaker speaker_1: Nope.

Speaker speaker_0: Okay. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too.