

Transcript: Malcolm

Nash-5779625177726976-5370597658279936

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... Benefits in the Card. This is Malcolm. How can I help you? Hello? Benefits and the Card. This is Malcolm. How can I help you? Hi. Um, my name is Shianti Richburg. Um, I already have, um, insurance but I would like to, um, add my daughter to it. Um, is it open enrollment or it's not time? What staffing company do you work for? Um, MAU. The last four of your Social? 2280. First name? Shianti. Let me say that. What was your first name again? Um, Shianti. Last name? Richburg. And for security purposes can you verify your address and date of birth for me? Uh, 136 2nd Circle, Orangeburg, South Carolina 29115 and March 2nd, 1994. Okay. Let's see, we got your phone number 803-977-2834? Yes. And I think your email is shiantirichburg@icloud.com? Mm-hmm. Thank you. Let's see, it looks like you're outside of your personal open enrollment window, so you would have to wait until company open enrollment window period or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. It looks like MAU's renewal will be December 18th until January 31st of next year. Okay. Thank you. No problem, Ms. Richburg. Was there anything else I can help you with today? No, that was it. Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of the week. Thank you. You, too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hello?

Speaker speaker_1: Benefits and the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Um, my name is Shianti Richburg. Um, I already have, um, insurance but I would like to, um, add my daughter to it. Um, is it open enrollment or it's not time?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 2280.

Speaker speaker_1: First name?

Speaker speaker_2: Shianti.

Speaker speaker_1: Let me say that. What was your first name again?

Speaker speaker_2: Um, Shianti.

Speaker speaker_1: Last name?

Speaker speaker_2: Richburg.

Speaker speaker_1: And for security purposes can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 136 2nd Circle, Orangeburg, South Carolina 29115 and March 2nd, 1994.

Speaker speaker_1: Okay. Let's see, we got your phone number 803-977-2834?

Speaker speaker_2: Yes.

Speaker speaker_1: And I think your email is shiantirichburg@icloud.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you. Let's see, it looks like you're outside of your personal open enrollment window, so you would have to wait until company open enrollment window period or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. It looks like MAU's renewal will be December 18th until January 31st of next year.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem, Ms. Richburg. Was there anything else I can help you with today?

Speaker speaker_2: No, that was it.

Speaker speaker_1: Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of the week.

Speaker speaker_2: Thank you. You, too.

Speaker speaker_1: Thank you.