

## **Transcript: Malcolm**

**Nash-5916770240741376-6257688491769856**

### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. My name is Andrew Bovard. I need to figure out what's going on with my insurance. What staffing company do you work for? Associated. What's the last four of your social? 4329. First name? Andrew Bovard. All right. For security purposes, can you verify your address and date of birth for me? 710 West 1st Street, Apartment 206, January 25th, 1998. That's, so that's not the address that we have on file. Uh, then it's 419 West 13 Street, Cozad, Nebraska. Is that a old address? Yeah, I've just recently moved and I forgot to update it. Right. So what's your new address? 710 West 1st Street, Apartment 206. 710 West 1st Street, Apartment 10? Apart, Apartment 206. 206. And what was the city? Grand Island, Nebraska. Grand Island? Yeah. And zip code? 68801. Let's see here. Okay. Your phone number is 325-8588? Yep. Okay. And your email is andrew.bovard218@gmail.com? Yep. All right. So, so it looks like you just had the vision plan. Are you having c-trouble with your vision? No, I'm supposed to have medical too. Okay. But I think that when I called to set it up, I had an issue understanding the person that helped me set it up. Mm. So unfortunately, sir, at this point you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. At this point, you'll have to wait- Oh. ... until the company open enrollment 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 in order to enroll into more coverage. Oh. All right. Well, 'cause I just had a borderline heart attack and I don't know how I'm gonna pay for it. I'm sorry to hear that, sir. But unfortunately, those are the only two ways that I would be able to get you add any more coverage. All right. And when does that open enrollment start? Let me see. Give me one moment. So it looks like it'd be 12/16 until January 31st. Okay. All right. Well, was there anything else I can help you with today, Mr. Andrew? Nope. That was it. I was just trying to fix my coverage. All right. Well, there's nothing else, Mr. Andrew. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Yeah. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. My name is Andrew Bovard. I need to figure out what's going on with my insurance.

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

Speaker speaker\_1: Associated.

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

Speaker speaker\_1: 4329.

Speaker speaker\_0: First name?

Speaker speaker\_1: Andrew Bovard.

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

Speaker speaker\_1: 710 West 1st Street, Apartment 206, January 25th, 1998.

Speaker speaker\_0: That's, so that's not the address that we have on file.

Speaker speaker\_1: Uh, then it's 419 West 13 Street, Cozad, Nebraska.

Speaker speaker\_0: Is that a old address?

Speaker speaker\_1: Yeah, I've just recently moved and I forgot to update it.

Speaker speaker\_0: Right. So what's your new address?

Speaker speaker\_1: 710 West 1st Street, Apartment 206.

Speaker speaker\_0: 710 West 1st Street, Apartment 10?

Speaker speaker\_1: Apart, Apartment 206.

Speaker speaker\_0: 206. And what was the city?

Speaker speaker\_1: Grand Island, Nebraska.

Speaker speaker\_0: Grand Island?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And zip code?

Speaker speaker\_1: 68801.

Speaker speaker\_0: Let's see here. Okay. Your phone number is 325-8588?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. And your email is andrew.bovard218@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: All right. So, so it looks like you just had the vision plan. Are you having c-trouble with your vision?

Speaker speaker\_1: No, I'm supposed to have medical too.

Speaker speaker\_0: Okay.

Speaker speaker\_1: But I think that when I called to set it up, I had an issue understanding the person that helped me set it up.

Speaker speaker\_0: Mm. So unfortunately, sir, at this point you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. At this point, you'll have to wait-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... until the company open enrollment 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 in order to enroll into more coverage.

Speaker speaker\_1: Oh. All right. Well, 'cause I just had a borderline heart attack and I don't know how I'm gonna pay for it.

Speaker speaker\_0: I'm sorry to hear that, sir. But unfortunately, those are the only two ways that I would be able to get you add any more coverage.

Speaker speaker\_1: All right. And when does that open enrollment start?

Speaker speaker\_0: Let me see. Give me one moment. So it looks like it'd be 12/16 until January 31st.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, was there anything else I can help you with today, Mr. Andrew?

Speaker speaker\_1: Nope. That was it. I was just trying to fix my coverage.

Speaker speaker\_0: All right. Well, there's nothing else, Mr. Andrew. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: Yeah. Bye.