

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, I would like to sign up for health insurance. What staffing company do you work for? MAU. The last four of your social. 3707. First name? Zachary. Is that Z-a-c-h-a-r-y? Yeah. Yeah, that's me. Last name? T-r-y-b-a-l-y. For security purposes, can you verify your address and date of birth for me? 01/30/2004. 1682 Taylor Road, White Plains, South Carolina. Okay. Let's see, we got your phone number 772-678-1206. Yeah. And your email is zack9838@gmail.com? Yeah. You... Are you a rehired by any chance? I'm sorry? Are you a rehired by any chance? No. So you've been with the company since 1/24/25? Oh, no. Um, uh, I started two months ago. I thought you meant was that like rehired again. Okay. Yes, sir. That, uh, that's... Yeah. I started like a month and a half ago. A month and a half ago, yeah..... I don't remember. Okay. So at this point, so 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're going to have to wait until a company open enrollment period. You have to have a qualified 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. Hello? Hello. Yeah. Did you hear me? Yeah. Well, was there anything else I can help you with today, Mr. Zachary? Well, no. That'll be it. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Conversation Format

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

Speaker speaker_1: Hey, I would like to sign up for health insurance.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: The last four of your social.

Speaker speaker_1: 3707.

Speaker speaker_0: First name?

Speaker speaker_1: Zachary.

Speaker speaker_0: Is that Z-a-c-h-a-r-y?

Speaker speaker_1: Yeah. Yeah, that's me.

Speaker speaker_0: Last name?

Speaker speaker_1: T-r-y-b-a-l-y.

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

Speaker speaker_1: 01/30/2004. 1682 Taylor Road, White Plains, South Carolina.

Speaker speaker_0: Okay. Let's see, we got your phone number 772-678-1206.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your email is zack9838@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: You... Are you a rehired by any chance?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Are you a rehired by any chance?

Speaker speaker_1: No.

Speaker speaker_0: So you've been with the company since 1/24/25?

Speaker speaker_1: Oh, no. Um, uh, I started two months ago. I thought you meant was that like rehired again.

Speaker speaker_0: Okay. Yes, sir. That, uh, that's...

Speaker speaker_1: Yeah. I started like a month and a half ago. A month and a half ago, yeah..... I don't remember.

Speaker speaker_0: Okay. So at this point, so 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're going to have to wait until a company open enrollment period. You have to have a qualified 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. Hello?

Speaker speaker_1: Hello. Yeah.

Speaker speaker_0: Did you hear me?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Well, no. That'll be it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.