

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Cleanser Comp Benefits and the card. This is Malcolm. How can I help you? Hey, how you doing, Malcolm? My name is James Gray and, uh, I was just trying to call and check on my enrollment. Uh, I was trying to see if was it too late? I had... I used to be on this plan, uh, and I had my son on there, then I, I, I quit the job and moved somewhere else and I had to go back to the job and I thought I had put my son on my plan for this year, but I... he's not on there. I was, um, wondering if it was too late to add my son back on my card, on my insurance? Okay. Which staffing company do you work for? I work for MAU. The last four of your Social? 7026. First name? James. Last name, Gray. All right. For security purposes, can you verify your address and date of birth for me? Uh, 852 5th Northwest, Paris, Texas 75460. And your date of birth? November 19th. I was born in 1969. Thank you. Let me see that phone number, 903-609-08018. No, that's my home phone. I got a cell phone number, too. What's the other phone? What's the other phone number? Let me see... 903-495-9023. What was your address one more time? Well, you probably have 71 West Neighbors Parish, Texas 75460. Mm-hmm. Is that an old address? Yes. So then 852 5th Northwest, that's the new one? Yes, yes. Thank you. Let me get email. Www.Grayj01119@gmail.com? Yes, sir. Thank you. All right. So it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point, you have to wait until a company open enrollment period and you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or losing coverage from another carrier in order to make any additions to your coverage. Okay. Okay. That'll work. I just wanted to know. All right. Well, was there anything else I can help you with today, Mr. Gray? Uh, no, sir. I sure appreciate it. No problem. If there's nothing else, Cleanser Comp Benefits and the card, I hope you have a great rest of your week. All right. You too. Thank you. Thank you.

Conversation Format

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

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

Speaker speaker_2: Hey, how you doing, Malcolm? My name is James Gray and, uh, I was just trying to call and check on my enrollment. Uh, I was trying to see if was it too late? I had... I used to be on this plan, uh, and I had my son on there, then I, I, I quit the job and moved somewhere else and I had to go back to the job and I thought I had put my son on my plan for

this year, but I... he's not on there. I was, um, wondering if it was too late to add my son back on my card, on my insurance?

Speaker speaker_1: Okay. Which staffing company do you work for?

Speaker speaker_2: I work for MAU.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: 7026.

Speaker speaker_1: First name?

Speaker speaker_2: James. Last name, Gray.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 852 5th Northwest, Paris, Texas 75460.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: November 19th. I was born in 1969.

Speaker speaker_1: Thank you. Let me see that phone number, 903-609-08018.

Speaker speaker_2: No, that's my home phone. I got a cell phone number, too.

Speaker speaker_1: What's the other phone? What's the other phone number?

Speaker speaker_2: Let me see... 903-495-9023.

Speaker speaker_1: What was your address one more time?

Speaker speaker_2: Well, you probably have 71 West Neighbors Parish, Texas 75460.

Speaker speaker_1: Mm-hmm. Is that an old address?

Speaker speaker_2: Yes.

Speaker speaker_1: So then 852 5th Northwest, that's the new one?

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Thank you. Let me get email. Www.Grayj01119@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right. So it looks like you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point, you have to wait until a company open enrollment period and you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or losing coverage from another carrier in order to make any additions to your coverage.

Speaker speaker_2: Okay. Okay. That'll work. I just wanted to know.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Mr. Gray?

Speaker speaker_2: Uh, no, sir. I sure appreciate it.

Speaker speaker_1: No problem. If there's nothing else, Cleanser Comp Benefits and the card, I hope you have a great rest of your week.

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: Thank you.