

Transcript: Malcolm

Nash-6127082521968640-6286155594809344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, it's the call benefits and a card. This is Malcolm. How can I help you? Yeah, I'm trying to find out about enrolling in insurance. What staffing company do you work for? WorkSource. You said WorkSource? Yes. The last four of your Social? The last four is 2310. For security purposes, can you verify your address and date of birth for me? 521 Cooper Drive, Paris, Arkansas. Date of birth is 5/20/1970. Thank you. So we got your phone number 479-963-1824, I mean '27. No. The phone number is 479-965-3304. You said 479-965-3304? Correct. And the email is katmc3@hotmail.com? That's correct. Thank you. Are you a rehired by any chance? No. So you've been with the company since 8/16/24? Right. All right. 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 have to wait until a 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 get enrolled into coverage. Okay. All right. Thank you. No problem, Ms. McLean. Was there anything else I could help you with today? No, that's it. All right. Thanks for calling Benefits in the Card. I hope you have a good rest of the week. You more.

Conversation Format

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

Speaker speaker_1: Hey, it's the call benefits and a card. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, I'm trying to find out about enrolling in insurance.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: WorkSource.

Speaker speaker_1: You said WorkSource?

Speaker speaker_2: Yes.

Speaker speaker_1: The last four of your Social?

Speaker speaker_2: The last four is 2310.

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

Speaker speaker_2: 521 Cooper Drive, Paris, Arkansas. Date of birth is 5/20/1970.

Speaker speaker_1: Thank you. So we got your phone number 479-963-1824, I mean '27.

Speaker speaker_2: No. The phone number is 479-965-3304.

Speaker speaker_1: You said 479-965-3304?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email is katmc3@hotmail.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Thank you. Are you a rehired by any chance?

Speaker speaker_2: No.

Speaker speaker_1: So you've been with the company since 8/16/24?

Speaker speaker_2: Right.

Speaker speaker_1: All right. 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 have to wait until a 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 get enrolled into coverage.

Speaker speaker_2: Okay. All right. Thank you.

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

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. Thanks for calling Benefits in the Card. I hope you have a good rest of the week.

Speaker speaker_2: You more.