

## **Transcript: Malcolm**

**Nash-6132504244305920-5285002909630464**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. Uh, my name is Cheryl Daniel and I am a employee of Versatella, and, um, I was trying to, uh, sign up for the open enrollment for my benefits online, but, um, due to an IT error, I wasn't able to get in. So I was hoping to be able to do it with you over the phone. What's that of a company? Versatella, or it used to be Terra. What was the last four of your social? It's 7230. You said 7230? Say again. You said 7230? Yes. Mm-hmm. First name? Cheryl. Last name? Daniel. Okay. For security purposes, can you verify your address and date of birth for me? 2302 R Street Southeast, number 72 in Auburn, Washington, 98002. October 25th, 1966. Thank you. You said you guys are in open enrollment? Yeah, they said I have until the 10th to enroll. Mm. It's not showing us you guys are in open enrollment. It's okay. You mind if I put you on a brief hold? Go ahead. Thank you. Okay. Are you there Ms. Daniel? Yes. Yeah, so it looks like open enrollment ended last Friday. Uh. Uh. What can I do? At this point, you'll have to wait until the next open enrollment 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. Uh, okay. Okay. Well, is there anything else I can help you with today, Ms. Daniel? No.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hi, Malcolm. Uh, my name is Cheryl Daniel and I am a employee of Versatella, and, um, I was trying to, uh, sign up for the open enrollment for my benefits online, but, um, due to an IT error, I wasn't able to get in. So I was hoping to be able to do it with you over the phone.

Speaker speaker\_1: What's that of a company?

Speaker speaker\_2: Versatella, or it used to be Terra.

Speaker speaker\_1: What was the last four of your social?

Speaker speaker\_2: It's 7230.

Speaker speaker\_1: You said 7230?

Speaker speaker\_2: Say again.

Speaker speaker\_1: You said 7230?

Speaker speaker\_2: Yes. Mm-hmm.

Speaker speaker\_1: First name?

Speaker speaker\_2: Cheryl.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Daniel.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 2302 R Street Southeast, number 72 in Auburn, Washington, 98002. October 25th, 1966.

Speaker speaker\_1: Thank you. You said you guys are in open enrollment?

Speaker speaker\_2: Yeah, they said I have until the 10th to enroll.

Speaker speaker\_1: Mm. It's not showing us you guys are in open enrollment.

Speaker speaker\_3: It's okay.

Speaker speaker\_1: You mind if I put you on a brief hold?

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Are you there Ms. Daniel?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yeah, so it looks like open enrollment ended last Friday.

Speaker speaker\_2: Uh. Uh. What can I do?

Speaker speaker\_1: At this point, you'll have to wait until the next open enrollment 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: Uh, okay.

Speaker speaker\_1: Okay. Well, is there anything else I can help you with today, Ms. Daniel?

Speaker speaker\_2: No.