Transcript: Malcolm Nash-6416320502480896-4556233936781312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... this is Malcolm. How can I help you? Hi. Um, I was wondering if you can look up if I, um, have insurance. All right. What's the name of the company you work for? Uh, B-G... ah, shit. B-G-Molt. B-G-M, Social? Uh, you said Social? The last four, yes, ma'am. Um, 0994. First name? Uh, Drew. Last name? Navaez. Okay. For security purposes, can you verify your address and date of birth for me? Um, 14994 East Radcliff Drive, um, Aurora, Colorado, eight- 0015. And then, um... What was the other one? I'm sorry. Your birth. Uh, July 8th, 1996. Yeah. So we got your phone number as 172-044-8282? No. So what's a good phone number for you? Um, 720-448-2826. Okay. And the email is drew.navaez123@gmail.com? Yes. Yeah. So it doesn't look like you have any coverage. Okay. I thought I, um, put it on my, um, thing. Okay. Um, do you know how much it would cost for, like, uh, eye insurance? Or I'm sorry, vision insurance? So if you were to add vision, it would be $1.99. Oh. Um, can I add that? So at this, unfortunately, 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 the coverage, because you're outside your personal open enrollment window, which is 30 days from the date you receive your first paycheck. Oh. Okay. Okay, well never mind. Thank you. No problem, ma'am.

Conversation Format

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

Speaker speaker_1: ... this is Malcolm. How can I help you?

Speaker speaker_2: Hi. Um, I was wondering if you can look up if I, um, have insurance.

Speaker speaker_1: All right. What's the name of the company you work for?

Speaker speaker_2: Uh, B-G... ah, shit. B-G-Molt.

Speaker speaker_1: B-G-M, Social?

Speaker speaker_2: Uh, you said Social?

Speaker speaker_1: The last four, yes, ma'am.

Speaker speaker_2: Um, 0994.

Speaker speaker_1: First name?

Speaker speaker_2: Uh, Drew.

Speaker speaker_1: Last name?

Speaker speaker_2: Navaez.

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

Speaker speaker_2: Um, 14994 East Radcliff Drive, um, Aurora, Colorado, eight- 0015. And then, um... What was the other one? I'm sorry.

Speaker speaker_1: Your birth.

Speaker speaker_2: Uh, July 8th, 1996.

Speaker speaker_1: Yeah. So we got your phone number as 172-044-8282?

Speaker speaker_2: No.

Speaker speaker_1: So what's a good phone number for you?

Speaker speaker_2: Um, 720-448-2826.

Speaker speaker_1: Okay. And the email is drew.navaez123@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. So it doesn't look like you have any coverage.

Speaker speaker_2: Okay. I thought I, um, put it on my, um, thing. Okay. Um, do you know how much it would cost for, like, uh, eye insurance? Or I'm sorry, vision insurance?

Speaker speaker_1: So if you were to add vision, it would be $1.99.

Speaker speaker_2: Oh. Um, can I add that?

Speaker speaker_1: So at this, unfortunately, 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 the coverage, because you're outside your personal open enrollment window, which is 30 days from the date you receive your first paycheck.

Speaker speaker_2: Oh. Okay. Okay, well never mind. Thank you.

Speaker speaker_1: No problem, ma'am.