

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. Yeah, this is, uh, Christian Robinson and, um, I'm trying to either upgrade my plan, well I need to upgrade my plan to see how can I do that. Um, I need some glasses man, real bad, to get my eyesies down. All right. So, what staffing company do you work for? Uh, Surge. The last four of your social? 6356. First name? Christian Robinson. For security purposes, can you verify your address and date of birth for me? Yes. It is 160, the letter C as in Charlie, S as in Sam, Taylor Lane, Madison, or it might be Gluckstadt now. They just recently, uh, became a city. Uh, Mississippi 39110. My date of birth is 1/26/1984. You, what was the city name one more time you said? Um, no, I was just saying, uh, it's 160C. Yeah, s- What was the city, what was the city name? Taylor. Oh, um, I don't know if it's on there Madison, or if they got Gluckstadt, because they just changed it. They di- you know, it, they just became a city in Gluckstadt, so- So it did, did move to Canton. Madison. Canton? Canton, yeah. Canton. Uh, no. That should be updated. I live in 160... Y'all sent me the card. Um, well, I don't know if it's you all, but I have my card that came to that address that I have just, uh, I'm just calling about 60- Yeah, yeah. So no, 160C S. Taylor Lane, Canton, Mississippi. Well, I'm d- uh, sir, I, I mean, that's wrong. Uh, I don't stay in Canton. So everything is right except for the city name? Yes, sir. Okay. You said it's Madison? Yes, sir. All right. So your guy your phone number 501-908-7409? Yes, sir. And your email is christianrobinson033@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 received your first paycheck. So at this point you're gonna have to wait until a company open enrollment period, or you have to have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into a coverage. Into, add more coverage. Okay. I appreciate it. Moving on, Mr. Robinson. Was there anything else I can help you with today? No, sir. That'd be it. All right. Thanks for calling Benefits in the Car. I hope you have a great weekend, man. Yes, sir. Thank you. Bye.

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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. Yeah, this is, uh, Christian Robinson and, um, I'm trying to either upgrade my plan, well I need to upgrade my plan to see how can I do that. Um, I need some glasses man, real bad, to get my eyesies down.

Speaker speaker_1: All right. So, what staffing company do you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: The last four of your social?

Speaker speaker_2: 6356.

Speaker speaker_1: First name?

Speaker speaker_2: Christian Robinson.

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

Speaker speaker_2: Yes. It is 160, the letter C as in Charlie, S as in Sam, Taylor Lane, Madison, or it might be Gluckstadt now. They just recently, uh, became a city. Uh, Mississippi 39110. My date of birth is 1/26/1984.

Speaker speaker_1: You, what was the city name one more time you said?

Speaker speaker_2: Um, no, I was just saying, uh, it's 160C. Yeah, s-

Speaker speaker_1: What was the city, what was the city name?

Speaker speaker_2: Taylor. Oh, um, I don't know if it's on there Madison, or if they got Gluckstadt, because they just changed it. They di- you know, it, they just became a city in Gluckstadt, so-

Speaker speaker_1: So it did, did move to Canton.

Speaker speaker_2: Madison. Canton?

Speaker speaker_1: Canton, yeah. Canton.

Speaker speaker_2: Uh, no. That should be updated. I live in 160... Y'all sent me the card. Um, well, I don't know if it's you all, but I have my card that came to that address that I have just, uh, I'm just calling about 60-

Speaker speaker_1: Yeah, yeah. So no, 160C S. Taylor Lane, Canton, Mississippi.

Speaker speaker_2: Well, I'm d- uh, sir, I, I mean, that's wrong. Uh, I don't stay in Canton.

Speaker speaker_1: So everything is right except for the city name?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. You said it's Madison?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. So your guy your phone number 501-908-7409?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is christianrobinson033@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 received your first paycheck. So at this point you're gonna have to wait until a company open enrollment period, or you have to have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to get enrolled into a coverage. Into, add more coverage.

Speaker speaker_2: Okay. I appreciate it.

Speaker speaker_1: Moving on, Mr. Robinson. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. That'd be it.

Speaker speaker_1: All right. Thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker_2: Yes, sir. Thank you. Bye.