

## Transcript: Malcolm

**Nash-6490941847945216-5445111674224640**

### Full Transcript

Pensacom Benefits in the car, this is Malcolm. How can I help you? Hi, Malcolm. Um, I was just wondering if, um, I can figure out if I'm enrolled in the, into the benefits program for my s- uh, for my contracting group? And I was just wondering if you could help me with that today. What staffing group do you work for? Noor, N-O-O-R. What's the last four of your social? 1340. First name? Tyler. Last name? Freilich, F-R-E-I-L-I-C-H. Okay. For security purposes, can you verify your address and date of birth for me? Yes. My address is 14 Fernwood Avenue, Rye, New York and my date of birth is 10/17/2000. Can you see the ag, uh, phone number, 914-217-305- uh, 3056? Yes. And your email's tyler.last name@vikings.berry.edu? Yes. So it doesn't look like you're enrolled in any coverage right now. It doesn't? No, sir. Okay. Um, would you be able to help me to figure out how I can? So how long have you been with the company? Because if you're the... It looks like we have a hire date of 2/10/'25. Yeah. If that's the case, 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 company open enrollment period. 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. Okay. So I'm not, I'm not... Uh, I can't right now, so I have to wait? No, sir, unless you have a QLE. Okay, great. Thank you so much. No problem. Was there anything else I can help you with today, Mr. Tyler? Nope. Have a good day. You too. Thank you. Bye.

### Conversation Format

Speaker speaker\_0: Pensacom Benefits in the car, this is Malcolm. How can I help you?

Speaker speaker\_1: Hi, Malcolm. Um, I was just wondering if, um, I can figure out if I'm enrolled in the, into the benefits program for my s- uh, for my contracting group? And I was just wondering if you could help me with that today.

Speaker speaker\_0: What staffing group do you work for?

Speaker speaker\_1: Noor, N-O-O-R.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 1340.

Speaker speaker\_0: First name?

Speaker speaker\_1: Tyler.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Freilich, F-R-E-I-L-I-C-H.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yes. My address is 14 Fernwood Avenue, Rye, New York and my date of birth is 10/17/2000.

Speaker speaker\_0: Can you see the ag, uh, phone number, 914-217-305- uh, 3056?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email's tyler.last name@vikings.berry.edu?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So it doesn't look like you're enrolled in any coverage right now.

Speaker speaker\_1: It doesn't?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Okay. Um, would you be able to help me to figure out how I can?

Speaker speaker\_0: So how long have you been with the company? Because if you're the... It looks like we have a hire date of 2/10/25.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: If that's the case, 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 company open enrollment period. 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.

Speaker speaker\_1: Okay. So I'm not, I'm not... Uh, I can't right now, so I have to wait?

Speaker speaker\_0: No, sir, unless you have a QLE.

Speaker speaker\_1: Okay, great. Thank you so much.

Speaker speaker\_0: No problem. Was there anything else I can help you with today, Mr. Tyler?

Speaker speaker\_1: Nope. Have a good day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Bye.