

Transcript: Malcolm

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Full Transcript

... in the card. This is Malcolm, how can I help you? You said Malcolm? Yes, ma'am. Okay. So, um, I'm trying to find out my benefits. I work with, uh, Partners Personnel. And what's the last four of your social? 5379. First name? Janeth, J-A-N-E-T-H. Last name is Trajeda, T-R-A-J-E-D-A. And for security purposes, can you verify your address and date of birth for me? Uh, the address on record is, um, 5905 Craig Street, something like that. Yep. And the city, state, and ZIP code? Excuse me? The city, state, and ZIP code. Uh, El Paso, Texas 79938. And date of birth? Uh, 5/18/2001. Thank you. So we got your phone number, 915-730-0700. No, it's not that one anymore. Is there any way to change it? Yep, what's your new number? Okay. My new number is 915-730-0800. Perfect. I need the area code too. For this one is the same one, 79938. I need- I need the full... It was, it was 915 and then the same... What was the new number? 730-0800. So it's 915-730-0800? Yes. Thank you. And your email is jnthlastname@gmail.com? No. No, I actually lost my phone number, like the phone that I had, so I don't have that email anymore. Is there any way you could change it? Yes, of course. What's your new email? Uh, it's my first name, that is J-A-N-E-T-H, and then my last name, that is T-R-A-J-E-D-A, the number 8, @gmail.com. Thank you. And then I also moved. Can you... Are you able to, um- Yeah. ... change the address? Yeah. Yeah, what's your new address? It's a 1-44-46 O-N-N-I-E. Kirk is K-I-O- uh, K-I-R-K-E-R, I think. Uh, something like that. Give me one second. I'm gonna look it up. Mm-hmm. Okay. In just a few seconds so I can give you the right one. You're fine. Okay. So it's O-N-N-I-E, and then Kirk is K-I-R-K Avenue. Is that a home or an apartment? That's a house. And the city and state, ZIP code. El Paso, Texas 79938. What was the... What was the ZIP code one more time? 79938, the same. Yeah. All right. So it doesn't look like you have any active coverage, ma'am. I don't? No. It doesn't look like you got enrolled in anything either. Huh. Even though I'm with Pers- Partners Personnel? Yes, ma'am. So I have to enroll myself? They don't enroll me? I couldn't tell you, ma'am. But it doesn't look like you got enrolled in anything. And at this point, you're outside of your personal open enrollment window, which is 30 days from the date you receive your first pay check. So at this point, you have to wait until 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 the coverage. So it's not open enrollment yet, you said? No, ma'am. Okay. Yeah, it looks like Partners Personnel's open enrollment was back in October of last year. So that's when their open enrollment will be again. Um, do you know the, the time that it's open enrollment, I guess? It'll be October. October? Mm-hmm. Okay. Awesome. Thank you. Thank you so much. No problem, Miss, Miss Janeth. Was there anything else I can help you with today? No, sir. That'll be it. Thank you so much. No problem. Thanks. I'm Renison Ricardo. Hope you have a great rest of your week. You too. Have a good one. Thank you. Goodbye now.

Conversation Format

Speaker speaker_0: ... in the card. This is Malcolm, how can I help you?

Speaker speaker_1: You said Malcolm?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. So, um, I'm trying to find out my benefits. I work with, uh, Partners Personnel.

Speaker speaker_0: And what's the last four of your social?

Speaker speaker_1: 5379.

Speaker speaker_0: First name?

Speaker speaker_1: Janeth, J-A-N-E-T-H. Last name is Trajeda, T-R-A-J-E-D-A.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, the address on record is, um, 5905 Craig Street, something like that.

Speaker speaker_0: Yep. And the city, state, and ZIP code?

Speaker speaker_1: Excuse me?

Speaker speaker_0: The city, state, and ZIP code.

Speaker speaker_1: Uh, El Paso, Texas 79938.

Speaker speaker_0: And date of birth?

Speaker speaker_1: Uh, 5/18/2001.

Speaker speaker_0: Thank you. So we got your phone number, 915-730-0700.

Speaker speaker_1: No, it's not that one anymore. Is there any way to change it?

Speaker speaker_0: Yep, what's your new number?

Speaker speaker_1: Okay. My new number is 915-730-0800.

Speaker speaker_0: Perfect. I need the area code too.

Speaker speaker_1: For this one is the same one, 79938.

Speaker speaker_0: I need- I need the full... It was, it was 915 and then the same... What was the new number?

Speaker speaker_1: 730-0800.

Speaker speaker_0: So it's 915-730-0800?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. And your email is jnthlastname@gmail.com?

Speaker speaker_1: No. No, I actually lost my phone number, like the phone that I had, so I don't have that email anymore. Is there any way you could change it?

Speaker speaker_0: Yes, of course. What's your new email?

Speaker speaker_1: Uh, it's my first name, that is J-A-N-E-T-H, and then my last name, that is T-R-A-J-E-D-A, the number 8, @gmail.com.

Speaker speaker_0: Thank you.

Speaker speaker_1: And then I also moved. Can you... Are you able to, um-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... change the address?

Speaker speaker_0: Yeah. Yeah, what's your new address?

Speaker speaker_1: It's a 1-44-46 O-N-N-I-E. Kirk is K-I-O- uh, K-I-R-K-E-R, I think. Uh, something like that. Give me one second. I'm gonna look it up.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. In just a few seconds so I can give you the right one.

Speaker speaker_0: You're fine.

Speaker speaker_1: Okay. So it's O-N-N-I-E, and then Kirk is K-I-R-K Avenue.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: That's a house.

Speaker speaker_0: And the city and state, ZIP code.

Speaker speaker_1: El Paso, Texas 79938.

Speaker speaker_0: What was the... What was the ZIP code one more time?

Speaker speaker_1: 79938, the same.

Speaker speaker_0: Yeah. All right. So it doesn't look like you have any active coverage, ma'am.

Speaker speaker_1: I don't?

Speaker speaker_0: No. It doesn't look like you got enrolled in anything either.

Speaker speaker_1: Huh. Even though I'm with Pers- Partners Personnel?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: So I have to enroll myself? They don't enroll me?

Speaker speaker_0: I couldn't tell you, ma'am. But it doesn't look like you got enrolled in anything. And at this point, you're outside of your personal open enrollment window, which is 30 days from the date you receive your first pay check. So at this point, you have to wait until 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 the coverage.

Speaker speaker_1: So it's not open enrollment yet, you said?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah, it looks like Partners Personnel's open enrollment was back in October of last year. So that's when their open enrollment will be again.

Speaker speaker_1: Um, do you know the, the time that it's open enrollment, I guess?

Speaker speaker_0: It'll be October.

Speaker speaker_1: October?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Awesome. Thank you. Thank you so much.

Speaker speaker_0: No problem, Miss, Miss Janeth. Was there anything else I can help you with today?

Speaker speaker_1: No, sir. That'll be it. Thank you so much.

Speaker speaker_0: No problem. Thanks. I'm Renison Ricardo. Hope you have a great rest of your week.

Speaker speaker_1: You too. Have a good one.

Speaker speaker_0: Thank you.

Speaker speaker_1: Goodbye now.