

## Transcript: Pearl

**Rojas-6097408011583488-4963063527948288**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say that you're speaking with? This is Chrissy Anderson. And how can I assist you? I was calling to see, uh, do y'all have any more open enrollments? What is the name of this company you say you work for? Crown. Give me one moment and I'll see and look for you. Okay. Let's see. So Crown's open enrollment is... the beginning of December. Of last year? Of... Well, of this year. It comes around again once a year. So there's no way possible I'll be able to get in? Unless you have a qualified life event occur, which is something like marriage, divorce, um, birth of a child, involuntary loss of coverage elsewhere, things like... something like that. Well, I do have loss of coverage. Was it within the last 30 days? I have. No. No, ma'am. Yeah. So you'll have to wait until the beginning of December. Okay. Thank you. No problem. Have a great day.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I say that you're speaking with?

Speaker speaker\_1: This is Chrissy Anderson.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I was calling to see, uh, do y'all have any more open enrollments?

Speaker speaker\_0: What is the name of this company you say you work for?

Speaker speaker\_1: Crown.

Speaker speaker\_0: Give me one moment and I'll see and look for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let's see. So Crown's open enrollment is... the beginning of December.

Speaker speaker\_1: Of last year?

Speaker speaker\_0: Of... Well, of this year. It comes around again once a year.

Speaker speaker\_1: So there's no way possible I'll be able to get in?

Speaker speaker\_0: Unless you have a qualified life event occur, which is something like marriage, divorce, um, birth of a child, involuntary loss of coverage elsewhere, things like... something like that.

Speaker speaker\_1: Well, I do have loss of coverage.

Speaker speaker\_0: Was it within the last 30 days?

Speaker speaker\_1: I have. No. No, ma'am.

Speaker speaker\_0: Yeah. So you'll have to wait until the beginning of December.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Have a great day.