

## Transcript: Pearl

**Rojas-6264166834290688-5418040224694272**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Hi, my name is, uh, Nam Tran. And how can I assist you? Um, so I, um, just recently saw, um, an email from, uh, my company which is called Creative Circle that I can, um, sign up for, like, um, health benefits. And I'm, I think and, and I've been, I tried to enroll and, um, it actually said that, um, I cannot enroll for some reason. Not sure because it's, like, the enrollment is, like, already passed or, um, just wondering if, like, I could still enroll, um, like late en- do a late enrollment or something like that. So you would have to enroll within 30 days of receiving your first paycheck or during company o- open enrollment. Other than those two timeframes, you're unable to enroll unless you have a qualified life event occur, which is something like marriage, divorce, birth of a child, adoption of a child, involuntary loss of coverage elsewhere, something like that. Okay, so I'm, I guess I'm already late to the enrollment, that's why I cannot enroll anymore? Mm-hmm. Oh, okay. Um- Are you, are you outside of your 30 days of receiving your first paycheck? How long have you been working with them? Um, I've been, uh, I've been working with them for more than 30 days already, but I didn't see the enrollment, um, email just recently 'cause I, I was out, um, I was, um, out of the state for three, three weeks, so I didn't see it until now. Yeah, so unfortunately that is the timeframe that they give for you to enroll. So you'll have to wait until open enrollment. So when is the next open enrollment, do you know? Yep, give me one moment. With Creative Circle, it is about the end of December. Oh, like this year? Mm-hmm. Oh, okay. Yeah, that's too late. Okay, sorry. Thank you. No problem. Thank you so much for calling.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl .

Speaker speaker\_1: Hi, my name is, uh, Nam Tran.

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

Speaker speaker\_1: Um, so I, um, just recently saw, um, an email from, uh, my company which is called Creative Circle that I can, um, sign up for, like, um, health benefits. And I'm, I think and, and I've been, I tried to enroll and, um, it actually said that, um, I cannot enroll for some reason. Not sure because it's, like, the enrollment is, like, already passed or, um, just wondering if, like, I could still enroll, um, like late en- do a late enrollment or something like that.

Speaker speaker\_0: So you would have to enroll within 30 days of receiving your first paycheck or during company o- open enrollment. Other than those two timeframes, you're unable to enroll unless you have a qualified life event occur, which is something like marriage, divorce, birth of a child, adoption of a child, involuntary loss of coverage elsewhere, something like that.

Speaker speaker\_1: Okay, so I'm, I guess I'm already late to the enrollment, that's why I cannot enroll anymore?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Oh, okay. Um-

Speaker speaker\_0: Are you, are you outside of your 30 days of receiving your first paycheck? How long have you been working with them?

Speaker speaker\_1: Um, I've been, uh, I've been working with them for more than 30 days already, but I didn't see the enrollment, um, email just recently 'cause I, I was out, um, I was, um, out of the state for three, three weeks, so I didn't see it until now.

Speaker speaker\_0: Yeah, so unfortunately that is the timeframe that they give for you to enroll. So you'll have to wait until open enrollment.

Speaker speaker\_1: So when is the next open enrollment, do you know?

Speaker speaker\_0: Yep, give me one moment. With Creative Circle, it is about the end of December.

Speaker speaker\_1: Oh, like this year?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Oh, okay. Yeah, that's too late. Okay, sorry. Thank you.

Speaker speaker\_0: No problem. Thank you so much for calling.