

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? Hi. Um, I was calling because I keep getting texts about, um, signing up for benefits through my agency. What staffing company do you work for? Partners Personnel. It says it's an automatic text letting you know that you're eligible to get enrolled into the health insurance offered through Partners Personnel at the time were you wanting to get enrolled? Um, I had called back... I mean, I had called about a week ago and then I had like a follow-up question, but I get off at 5:00, so you guys are already closed by then. But I- No, we're open, we're open to 8:00 PM Eastern Time. Every time I call th- after like 4:45 it says that there's nobody available and now I'm Pacific Standard Time. Okay. Well, well, how can I help you? Um, I was wondering if there's a way that maybe like on the website or, uh, if you guys can email me the different, um, tiers of the benefits or the health insurance. Yeah. You want a benefit calculator? Just so I can look more into it. Yes, please. All right. Give me one moment. I get that email from you. What's your name? Uh, Alana. How do you spell that? A-L-A-N as in no A. All right. Let me also get email for you. Uh, Alana Olmedo. So first name and then O-L-M as in, uh, mood, E-D as in dog, O@icloud.com. So A-L-A-N-A O-L-M-E-D-O@icloud.com? Yes. Yeah. All right. I just sent that to your email. Okay. Thank you. And I had one more question. Um, how long do I have left to enroll? 'Cause it says I had, uh, 30 days from the day I started. I'll have to pull up, I'll have to pull up your account to see. What's the last four of your social? Uh, give me one second. I always forget it. Um. I just need the last four numbers. I think it's 1522. Yeah, 1522. Okay. For these purposes, can you verify add- your address and date of birth for me? Um, the address is 1638 West 207th Street, Torrance, California 90501 and my date of birth is 12-10-2006. Thank you. So it looks like it's December 23rd. So you'll have until next Thursday. Next Thursday? Okay. So- So I will call back before then. Yes, ma'am. Was there anything else I can help you with today, Ms. Olana? That's all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. You too. Thank you.

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: Hi. Um, I was calling because I keep getting texts about, um, signing up for benefits through my agency.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: It says it's an automatic text letting you know that you're eligible to get enrolled into the health insurance offered through Partners Personnel at the time were you wanting to get enrolled?

Speaker speaker_2: Um, I had called back... I mean, I had called about a week ago and then I had like a follow-up question, but I get off at 5:00, so you guys are already closed by then. But I-

Speaker speaker_1: No, we're open, we're open to 8:00 PM Eastern Time.

Speaker speaker_2: Every time I call th- after like 4:45 it says that there's nobody available and now I'm Pacific Standard Time.

Speaker speaker_1: Okay. Well, well, how can I help you?

Speaker speaker_2: Um, I was wondering if there's a way that maybe like on the website or, uh, if you guys can email me the different, um, tiers of the benefits or the health insurance.

Speaker speaker_1: Yeah. You want a benefit calculator?

Speaker speaker_2: Just so I can look more into it. Yes, please.

Speaker speaker_1: All right. Give me one moment. I get that email from you. What's your name?

Speaker speaker_2: Uh, Alana.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: A-L-A-N as in no A.

Speaker speaker_1: All right. Let me also get email for you.

Speaker speaker_2: Uh, Alana Olmedo. So first name and then O-L-M as in, uh, mood, E-D as in dog, O@icloud.com.

Speaker speaker_1: So A-L-A-N-A O-L-M-E-D-O@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. All right. I just sent that to your email.

Speaker speaker_2: Okay. Thank you. And I had one more question. Um, how long do I have left to enroll? 'Cause it says I had, uh, 30 days from the day I started.

Speaker speaker_1: I'll have to pull up, I'll have to pull up your account to see. What's the last four of your social?

Speaker speaker_2: Uh, give me one second. I always forget it. Um.

Speaker speaker_1: I just need the last four numbers.

Speaker speaker_2: I think it's 1522. Yeah, 1522.

Speaker speaker_1: Okay. For these purposes, can you verify add- your address and date of birth for me?

Speaker speaker_2: Um, the address is 1638 West 207th Street, Torrance, California 90501 and my date of birth is 12-10-2006.

Speaker speaker_1: Thank you. So it looks like it's December 23rd. So you'll have until next Thursday.

Speaker speaker_2: Next Thursday? Okay.

Speaker speaker_1: So-

Speaker speaker_2: So I will call back before then.

Speaker speaker_1: Yes, ma'am. Was there anything else I can help you with today, Ms. Olana?

Speaker speaker_2: That's all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.