

## **Transcript: Malcolm**

**Nash-4531171911221248-6631724183142400**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, Malcolm. My name is Stanley Murray and I, I was calling, uh, I haven't rece- received my insurance card from, uh, when I put in for my- What company do you work for? MAU in Augusta, Georgia. What's the last four of your Social? 1909. 1909? Uh-huh. First name? Stanley Mur- Stanley. All right. For security purposes, can you verify your address and date of birth for me? 7044 Amarillo, A-M-A-R-I-L-L-O Circle, Augusta, Georgia 30906. And date of birth? 12/12/1974. Okay. Let me see that on your phone number, 706-499-3335. Yes. Let me get email as murraystanley11@gmail.com. Yes. Thank you. So it's not showing that you have any active coverage, sir. I did it when I, uh, went back to MAU. Mm-hmm. Doesn't show in our system that you have en- any coverage. Uh, so I have to go back down there and do, and do it, um, because I do it over the phone. So on our end, it doesn't show that you're eligible to get enrolled either. Uh, I have to... Are you saying you're a rehire? Yeah. Okay, so what I'm gonna have to do- And I've been with them- ... is I'm going to send an email to see if you're eligible to get enrolled. That takes 24 to 48 hours for review, but once we hear back, I'll let you know if you're eligible to get enrolled or not. Okay. All right. Was there anything else I can help you with today, Mr. Murray? That's it. Great. Thanks for calling Benefits in the Card. I hope you have a great rest of your day, man. You too. H- thank you. All right. As long as no...

### **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 Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. My name is Stanley Murray and I, I was calling, uh, I haven't rece- received my insurance card from, uh, when I put in for my-

Speaker speaker\_1: What company do you work for?

Speaker speaker\_2: MAU in Augusta, Georgia.

Speaker speaker\_1: What's the last four of your Social?

Speaker speaker\_2: 1909.

Speaker speaker\_1: 1909?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: First name?

Speaker speaker\_2: Stanley Mur- Stanley.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 7044 Amarillo, A-M-A-R-I-L-L-O Circle, Augusta, Georgia 30906.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: 12/12/1974.

Speaker speaker\_1: Okay. Let me see that on your phone number, 706-499-3335.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Let me get email as murraystanley11@gmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. So it's not showing that you have any active coverage, sir.

Speaker speaker\_2: I did it when I, uh, went back to MAU.

Speaker speaker\_1: Mm-hmm. Doesn't show in our system that you have en- any coverage.

Speaker speaker\_2: Uh, so I have to go back down there and do, and do it, um, because I do it over the phone.

Speaker speaker\_1: So on our end, it doesn't show that you're eligible to get enrolled either. Uh, I have to... Are you saying you're a rehire?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, so what I'm gonna have to do-

Speaker speaker\_2: And I've been with them-

Speaker speaker\_1: ... is I'm going to send an email to see if you're eligible to get enrolled. That takes 24 to 48 hours for review, but once we hear back, I'll let you know if you're eligible to get enrolled or not.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything else I can help you with today, Mr. Murray?

Speaker speaker\_2: That's it.

Speaker speaker\_1: Great. Thanks for calling Benefits in the Card. I hope you have a great rest of your day, man.

Speaker speaker\_2: You too.

Speaker speaker\_1: H- thank you.

Speaker speaker\_2: All right.

Speaker speaker\_0: As long as no...