

## **Transcript: Malcolm**

**Nash-4905967761178624-4511524759486464**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Cart. This is Malcolm. How can I help you? Hi, Malcolm. This is Tyeria Wilson and I just received a email, uh, about my benefits. What'd the email say, ma'am? It says that "We will be glad to assist you in regarding your enrollment form for your benefits offered by your employer, MAU. Your assistance is needed to continue the processing of your enrollment as information is either missing or needs to be clarified. Please be advised that you will have 30 days from your fa- first payroll check to contact this number 1-800-497-4856. We're available Monday through Friday, 8:00 AM to 8:00 PM." Okay. So that's Take sent out. It must've been something wrong with your enrollment form that you submitted with MAU. What's the last four of your social so we can pull up your account? So 2222. Is it 2222? Yes, sir. First name? Tyeria. Say that one more time. Tyeria. T-Y-E-R-I-A. And your last name? Wilson. W-I-L-S-O-N. Thank you. For security purposes, can you verify your address and date of birth for me? Yes, sir. My address is 901 Boundary Street, Apartment A, Newberry, South Carolina 29108 and my birthday is April the 24th, 1979. Thank you. So we got a good phone number. 803-944-74629? No, sir. My number is, uh, 803-986-2473. Give me one moment while I update it for you. Okay. Can you say it one more time for me? 803-986-2473. Thank you. And then your email is tyeria.praloetips or praloetip@gmail.com? Yes, sir. It is. All right. So let's see. So it looks like it's a bad form. You're lucky you selected both MEC plans and you're only eligible to select one. I just calling to verify which one you want to get enrolled into. Okay. Which one is the best one? So I wouldn't be able to make any recommendations unfortunately, ma'am. Okay. Well, u- uh, on which one, which w- which plan did you say I pick? The MEC Standalone and the MEC Enhanced. You can only take one of them that we're calling to verify which one you want to get enrolled into. The MEC Med? The MEC Standalone or the MEC Enhanced? The, uh, first one. You selected both, so you want the standalone one? The first one. Yes. Okay. That's all we needed from you, Ms. Prelo. You will be enrolled depending on if you're eligible to get enrolled or not. Oh, okay. I was just about to ask you how long will it take before I could start using my insurance card. So it looks like it needs to be reviewed to get enrolled. But we'll make a note that once if you are eligible to get enrolled, that's the plan that you want to get enrolled into. Okay. Thank you. No problem, miss. Are we good today? Yes. That's, that's all. Thank you. No problem. Thanks for calling Benefits in the Cart. I hope you have a great rest of your week. You also. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in the Cart. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. This is Tyeria Wilson and I just received a email, uh, about my benefits.

Speaker speaker\_1: What'd the email say, ma'am?

Speaker speaker\_2: It says that "We will be glad to assist you in regarding your enrollment form for your benefits offered by your employer, MAU. Your assistance is needed to continue the processing of your enrollment as information is either missing or needs to be clarified. Please be advised that you will have 30 days from your fa- first payroll check to contact this number 1-800-497-4856. We're available Monday through Friday, 8:00 AM to 8:00 PM."

Speaker speaker\_1: Okay. So that's Take sent out. It must've been something wrong with your enrollment form that you submitted with MAU. What's the last four of your social so we can pull up your account?

Speaker speaker\_2: So 2222.

Speaker speaker\_1: Is it 2222?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: First name?

Speaker speaker\_2: Tyeria.

Speaker speaker\_1: Say that one more time.

Speaker speaker\_2: Tyeria. T-Y-E-R-I-A.

Speaker speaker\_1: And your last name?

Speaker speaker\_2: Wilson. W-I-L-S-O-N.

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

Speaker speaker\_2: Yes, sir. My address is 901 Boundary Street, Apartment A, Newberry, South Carolina 29108 and my birthday is April the 24th, 1979.

Speaker speaker\_1: Thank you. So we got a good phone number. 803-944-74629?

Speaker speaker\_2: No, sir. My number is, uh, 803-986-2473.

Speaker speaker\_1: Give me one moment while I update it for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Can you say it one more time for me?

Speaker speaker\_2: 803-986-2473.

Speaker speaker\_1: Thank you. And then your email is tyeria.praloetips or praloetip@gmail.com?

Speaker speaker\_2: Yes, sir. It is.

Speaker speaker\_1: All right. So let's see. So it looks like it's a bad form. You're lucky you selected both MEC plans and you're only eligible to select one. I just calling to verify which one you want to get enrolled into.

Speaker speaker\_2: Okay. Which one is the best one?

Speaker speaker\_1: So I wouldn't be able to make any recommendations unfortunately, ma'am.

Speaker speaker\_2: Okay. Well, u- uh, on which one, which w- which plan did you say I pick?

Speaker speaker\_1: The MEC Standalone and the MEC Enhanced. You can only take one of them that we're calling to verify which one you want to get enrolled into. The MEC Med? The MEC Standalone or the MEC Enhanced?

Speaker speaker\_2: The, uh, first one.

Speaker speaker\_1: You selected both, so you want the standalone one?

Speaker speaker\_2: The first one. Yes.

Speaker speaker\_1: Okay. That's all we needed from you, Ms. Prelo. You will be enrolled depending on if you're eligible to get enrolled or not.

Speaker speaker\_2: Oh, okay. I was just about to ask you how long will it take before I could start using my insurance card.

Speaker speaker\_1: So it looks like it needs to be reviewed to get enrolled. But we'll make a note that once if you are eligible to get enrolled, that's the plan that you want to get enrolled into.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem, miss. Are we good today?

Speaker speaker\_2: Yes. That's, that's all. Thank you.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Cart. I hope you have a great rest of your week.

Speaker speaker\_2: You also.

Speaker speaker\_1: Thank you.