

## **Transcript: Malcolm**

**Nash-4938061138837504-4795615998328832**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the ... How can I help you? Hi, I'm trying to... Have a good day. My name is Steve. Here's your insurance. I guess... Hello. Sorry, I guess I'm trying to finish enrolling. What staffing company do you work for? Um, BGSS, I believe. All right. What's the last four of your Social? 7305. First name? Brian. Last name? P-U-L-L-I-A. All right. For security purposes, can you verify your address and date of birth for me? April 13th, '95. 101 Kentucky Avenue, Williamstown, Jersey. All right. And city, state, zip code? 08094. So you got your phone number 856-839-5133? Yep. And to get email's brianpulliaw@gmail.com? Yes. Thank you. So it looks like you already got enrolled, sir. It's like you're just waiting on the first deduction to happen. Um, right here... You're already got enrolled into the health insurance. You're just waiting on the first deduction to happen. Okay. Um, is there a way I could get, like, information about it or anything? What do you mean, information about it? Like, a policy number or anything like that. Sir, you've... None of that information becomes available until your coverage is active. You're still waiting on your first deduction to happen. Okay. Thank you. No problem, Mr. Brian. Was there anything else I can help you with today? No, that was it. All right, thanks for calling Benefits in the ... I hope you have a great 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 ... How can I help you?

Speaker speaker\_2: Hi, I'm trying to...

Speaker speaker\_3: Have a good day. My name is Steve. Here's your insurance.

Speaker speaker\_2: I guess...

Speaker speaker\_1: Hello.

Speaker speaker\_2: Sorry, I guess I'm trying to finish enrolling.

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

Speaker speaker\_2: Um, BGSS, I believe.

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

Speaker speaker\_2: 7305.

Speaker speaker\_1: First name?

Speaker speaker\_2: Brian.

Speaker speaker\_1: Last name?

Speaker speaker\_2: P-U-L-L-I-A.

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

Speaker speaker\_2: April 13th, '95. 101 Kentucky Avenue, Williamstown, Jersey.

Speaker speaker\_1: All right. And city, state, zip code?

Speaker speaker\_2: 08094.

Speaker speaker\_1: So you got your phone number 856-839-5133?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And to get email's brianpulliaw@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. So it looks like you already got enrolled, sir. It's like you're just waiting on the first deduction to happen.

Speaker speaker\_2: Um, right here...

Speaker speaker\_1: You're already got enrolled into the health insurance. You're just waiting on the first deduction to happen.

Speaker speaker\_2: Okay. Um, is there a way I could get, like, information about it or anything?

Speaker speaker\_1: What do you mean, information about it?

Speaker speaker\_2: Like, a policy number or anything like that.

Speaker speaker\_1: Sir, you've... None of that information becomes available until your coverage is active. You're still waiting on your first deduction to happen.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem, Mr. Brian. Was there anything else I can help you with today?

Speaker speaker\_2: No, that was it.

Speaker speaker\_1: All right, thanks for calling Benefits in the ... I hope you have a great day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.