

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is ... How can I help you? Hi, I'm new to the program and trying to get enrolled. Um, the website they gave me, um, isn't working. The mybiac.com. What's the company you work for? Surge. All right. So last four of your social? 3802. First name? Josh. Last name? Niswander. N-I-S-W-A-N-D-E-R. And for security purposes, can you verify your address and date of birth for me? 106 and a half Railroad Street, Juneiro, Ohio, 45801, four 23-79. Thank you. So we got your phone number, 567-250-4182? Yes. And your email is toomuchpatience@yahoo.com? Yes. Thank you. All right. So I see the issue why they won't let you get enrolled yet. You have multiple hire dates on the system. So what we have to do, we have to do a eligibility review before we can get you enrolled. Okay. And then once... That typically takes 24 to 48 hours. And we're closed on the weekends, so essentially, you would probably hear back, you know, either Monday or Tuesday. Okay. I have an appointment on Thursday. I'm trying to get everything figured out for that appointment. Right. So the enrollment process, regardless of, uh, when you get enrolled... It takes one to two weeks for the enrollment process. So we'll... Say you got enrolled in today, it would take one to two weeks from today. And then once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Okay. That'll be fine then. That's, that's cool. All right. So what I did, I just sent that eligibility review in. Please allow us from 24 to 48 hours. You'll most likely... Monday or Tuesday. And once we get that response, I'll give you a call back and let you know if you're eligible or not. Okay, great. Awesome. Thank you very much. No problem, Mr. Joshua. Was there anything else I could help you with today? Nope. You got it, you got it all taken care of. Thank you very much. No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend, man. All right. You too. All right. Take care. Bye. You too. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is ... How can I help you?

Speaker speaker_1: Hi, I'm new to the program and trying to get enrolled. Um, the website they gave me, um, isn't working. The mybiac.com.

Speaker speaker_0: What's the company you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: All right. So last four of your social?

Speaker speaker_1: 3802.

Speaker speaker_0: First name?

Speaker speaker_1: Josh.

Speaker speaker_0: Last name?

Speaker speaker_1: Niswander. N-I-S-W-A-N-D-E-R.

Speaker speaker_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 106 and a half Railroad Street, Juneiro, Ohio, 45801, four 23-79.

Speaker speaker_0: Thank you. So we got your phone number, 567-250-4182?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is toomuchpatience@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. All right. So I see the issue why they won't let you get enrolled yet. You have multiple hire dates on the system. So what we have to do, we have to do a eligibility review before we can get you enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: And then once... That typically takes 24 to 48 hours. And we're closed on the weekends, so essentially, you would probably hear back, you know, either Monday or Tuesday.

Speaker speaker_1: Okay. I have an appointment on Thursday. I'm trying to get everything figured out for that appointment.

Speaker speaker_0: Right. So the enrollment process, regardless of, uh, when you get enrolled... It takes one to two weeks for the enrollment process. So we'll... Say you got enrolled in today, it would take one to two weeks from today. And then once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active.

Speaker speaker_1: Okay. That'll be fine then. That's, that's cool.

Speaker speaker_0: All right. So what I did, I just sent that eligibility review in. Please allow us from 24 to 48 hours. You'll most likely... Monday or Tuesday. And once we get that response, I'll give you a call back and let you know if you're eligible or not.

Speaker speaker_1: Okay, great. Awesome. Thank you very much.

Speaker speaker_0: No problem, Mr. Joshua. Was there anything else I could help you with today?

Speaker speaker_1: Nope. You got it, you got it all taken care of. Thank you very much.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great weekend, man.

Speaker speaker_1: All right. You too. All right. Take care. Bye.

Speaker speaker_0: You too. Bye.