

## **Transcript: Malcolm**

**Nash-5327100297396224-6622577861115904**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the card. This is Malcolm, how can I help you? Hello. Hello there. Hello. Um, I, uh, let me tell you just a little bit of info, so you, you'll know where I'm at. Um, I work for a temporary company called Surge, and I've only been with them, like, two months. They gave me this little plastic card. It's got, like, four phone numbers on it. I'm just seeing what each phone number does, like- All right. So we're benefits in the card. We're a plan administrator for health insurance for staffing companies. We get you guys enrolled or unenrolled ... if it happens. Yeah. Now, I called another number. She said I'm already enrolled. So they're just saying you just handle enrollment. Is that correct? Yes, sir. Okay. So it's just kind of like a second number to just, uh, enroll. Okay. Well, she already said I'm active. So, um, I'm good for now. But, uh, but thank you. Okay? No problem. You have a great rest of your week. Thanks for calling benefits. Goodbye. Thank you. Thank you. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: ... benefits in the card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hello. Hello there. Hello. Um, I, uh, let me tell you just a little bit of info, so you, you'll know where I'm at. Um, I work for a temporary company called Surge, and I've only been with them, like, two months. They gave me this little plastic card. It's got, like, four phone numbers on it. I'm just seeing what each phone number does, like-

Speaker speaker\_1: All right. So we're benefits in the card. We're a plan administrator for health insurance for staffing companies. We get you guys enrolled or unenrolled

Speaker speaker\_2: ... if it happens.

Speaker speaker\_3: Yeah. Now, I called another number. She said I'm already enrolled. So they're just saying you just handle enrollment. Is that correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. So it's just kind of like a second number to just, uh, enroll. Okay. Well, she already said I'm active. So, um, I'm good for now. But, uh, but thank you. Okay?

Speaker speaker\_1: No problem. You have a great rest of your week. Thanks for calling benefits. Goodbye.

Speaker speaker\_2: Thank you. Thank you. Bye.

Speaker speaker\_1: Bye.