

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Arnell, how may I can I help you? Good morning. This is Keizoria Parnell calling to see if, um, my insurance is still eligible. What staffing company do you work for? Um, OnTrack Staffing. Slash four-year social? One-nine-two-one. First name? Keizoria. K-E-I Z-O-R-I-A. Last name? P-A-R-N-E-L-L. Okay, for security purposes can you verify your address and date of birth for me? My address is 252 Joyce Street, Parkville, Alabama 36066 and my date of birth is 01/09/2001. Thank you. So we got your phone number 334-722-0599? Yes. And your email is keizoriaparnell2001@icloud.com? Hello? Yes. Is that a right email? Yes. All right. So you have multiple hire dates in the system so I'm going to have to send the back office an email to get you an eligibility review. Typically it takes 24 to 48 hours, but once I hear back I will let you know if you're eligible to get enrolled or not. All right, thank you. No problem. Is there anything else I can help you with, your name is Parnell? No. All right. If there's nothing else, thanks for calling Benefits in the Car. Hope you have a great rest of your week. All right, thank you. You're welcome.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Arnell, how may I can I help you?

Speaker speaker_1: Good morning. This is Keizoria Parnell calling to see if, um, my insurance is still eligible.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, OnTrack Staffing.

Speaker speaker_0: Slash four-year social?

Speaker speaker_1: One-nine-two-one.

Speaker speaker_0: First name?

Speaker speaker_1: Keizoria. K-E-I Z-O-R-I-A.

Speaker speaker_0: Last name?

Speaker speaker_1: P-A-R-N-E-L-L.

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

Speaker speaker_1: My address is 252 Joyce Street, Parkville, Alabama 36066 and my date of birth is 01/09/2001.

Speaker speaker_0: Thank you. So we got your phone number 334-722-0599?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is keizoriaparnell2001@icloud.com? Hello?

Speaker speaker_1: Yes.

Speaker speaker_0: Is that a right email?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So you have multiple hire dates in the system so I'm going to have to send the back office an email to get you an eligibility review. Typically it takes 24 to 48 hours, but once I hear back I will let you know if you're eligible to get enrolled or not.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: No problem. Is there anything else I can help you with, your name is Parnell?

Speaker speaker_1: No.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome.