

Transcript: Malcolm

Nash-5838806657744896-5269908644380672

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... Trump Benefits in the card, this is Malcolm. How can I help you? Hi. I don't know if I have the right number. I just wanna verify when my insurance card is gonna be mailed out to me. So, we wouldn't be able to tell you exactly when do your... 'Cause it's based off of whenever you got enrolled. So the way that it works, the enrollment process takes one to two f- 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. And then, excuse me here, ID cards are sent one to two weeks from that activation date. Oh. Okay. All right. Thank you. No problem. Was there anything else I can help you with today? No. That's it. Thanks. No problem. You have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... Trump Benefits in the card, this is Malcolm. How can I help you?

Speaker speaker_2: Hi. I don't know if I have the right number. I just wanna verify when my insurance card is gonna be mailed out to me.

Speaker speaker_1: So, we wouldn't be able to tell you exactly when do your... 'Cause it's based off of whenever you got enrolled. So the way that it works, the enrollment process takes one to two f- 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. And then, excuse me here, ID cards are sent one to two weeks from that activation date.

Speaker speaker_2: Oh. Okay. All right. Thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today?

Speaker speaker_2: No. That's it. Thanks.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: You too.