

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes, uh, I was calling about the, um, health benefits with PRC. How can I help you? Yes, I was trying to enroll. I'm not sure if it's, uh, if I still have time to enroll. But, um, when I get on the, um, the dashboard it tell me that I'm not allowed, enrollment not allowed and to call the number. What's the last four of your social? 8-7-1-2. First name? Raquel, R-A-Q-U-E-L. Last name? Walker, W-A-L-K-E-R. Okay. For security purposes, can you verify your address and date of birth for me? Okay. It's 3200 Lennox Road, Apartment, um, 204, B204 and that's Atlanta, Georgia 30324. And you asked my date of birth? Yes, ma'am. Okay. 02/08/76. Thank you. Let me see your other phone number, 470-720-5603? Um, really, you can update that phone number? There's another one, it's 404-703-1123. No, that's... I don't use that one either. I actually do know it. Okay. It's, uh, 4... Oh. Go ahead. 444-430, uh- Can you say, say one more time now? Let me get it, make sure it's the right one 'cause I just got this one. Mm-hmm. And it is... Okay, 444-301-054. You said 44- 30- 40- 10- 30- 1054. So is it 444-430-1054? 4443-0105- Are you saying 404? Yes. Okay. So 404-430-1054? Yes. Do you have anything like an email, like raquelwalker36 at gmail.com? Yes. Good. And so you're rehired by any chance? Yes, I am. All right. So what I'm gonna have to do is I'm going to have to do a eligibility review because in our system it shows a date of 9/24/2022 and for that reason, that's probably why they won't allow you to get enrolled. Oh, so that's why. Okay. Yeah, because I'm already hired. And so once we do the eligibility review, I'll give you a call back. Typically it takes 24 to 48 hours, but once I, or once they do the review and I get a response, I'll give you a call, call back and let you know if we eligible to get you enrolled. Okay, that'd be great. Well, was there anything else I can help you with today, Ms. Walker? No, sir. Thank you so much. No problem. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day. You do the same. Thank you. Thank you.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Yes, uh, I was calling about the, um, health benefits with PRC.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Yes, I was trying to enroll. I'm not sure if it's, uh, if I still have time to enroll. But, um, when I get on the, um, the dashboard it tell me that I'm not allowed, enrollment

not allowed and to call the number.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 8-7-1-2.

Speaker speaker\_0: First name?

Speaker speaker\_1: Raquel, R-A-Q-U-E-L.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Walker, W-A-L-K-E-R.

Speaker speaker\_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Okay. It's 3200 Lennox Road, Apartment, um, 204, B204 and that's Atlanta, Georgia 30324. And you asked my date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. 02/08/76.

Speaker speaker\_0: Thank you. Let me see your other phone number, 470-720-5603?

Speaker speaker\_1: Um, really, you can update that phone number?

Speaker speaker\_0: There's another one, it's 404-703-1123.

Speaker speaker\_1: No, that's... I don't use that one either.

Speaker speaker\_0: I actually do know it.

Speaker speaker\_1: Okay. It's, uh, 4... Oh.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: 444-430, uh-

Speaker speaker\_0: Can you say, say one more time now?

Speaker speaker\_1: Let me get it, make sure it's the right one 'cause I just got this one.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And it is... Okay, 444-301-054.

Speaker speaker\_0: You said 44-

Speaker speaker\_1: 30-

Speaker speaker\_0: 40-

Speaker speaker\_1: 10-

Speaker speaker\_0: 30-

Speaker speaker\_1: 1054.

Speaker speaker\_0: So is it 444-430-1054?

Speaker speaker\_1: 4443-0105-

Speaker speaker\_0: Are you saying 404?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So 404-430-1054?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Do you have anything like an email, like raquelwalker36 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Good. And so you're rehired by any chance?

Speaker speaker\_1: Yes, I am.

Speaker speaker\_0: All right. So what I'm gonna have to do is I'm going to have to do a eligibility review because in our system it shows a date of 9/24/2022 and for that reason, that's probably why they won't allow you to get enrolled.

Speaker speaker\_1: Oh, so that's why. Okay. Yeah, because I'm already hired.

Speaker speaker\_0: And so once we do the eligibility review, I'll give you a call back. Typically it takes 24 to 48 hours, but once I, or once they do the review and I get a response, I'll give you a call, call back and let you know if we eligible to get you enrolled.

Speaker speaker\_1: Okay, that'd be great.

Speaker speaker\_0: Well, was there anything else I can help you with today, Ms. Walker?

Speaker speaker\_1: No, sir. Thank you so much.

Speaker speaker\_0: No problem. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day.

Speaker speaker\_1: You do the same. Thank you.

Speaker speaker\_0: Thank you.