

## Transcript: Malcolm

**Nash-5941066419453952-6500455442333696**

### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hey, how you doing, Malcolm? I'm doing good. How about you? I'm doing okay. So, I have a... I'm trying to fill out a form. I don't know if you can really help me with this. And I'm entering my phone number and it's not accepting it. It's saying, "invalid entry". Am I doing it the wrong way or is it a specific way it needs to be put in? What do you mean you... So, what exactly are you doing at this moment? I'm confused. Okay. So, I'm on the card, the enrollment form, right? And it's telling me to... I don't enter everything, but it won't let me go past that because when I put in my phone number, it's telling me that it's incorrect. I mean, not incorrect but it's saying it's invalid entry. It won't let me move past that. So, what staffing company do you work for? Uh-huh, I'm with Wagner. So, if you're just trying to get signed up, I can get you... I can do that for you over the phone. I'm not sure about the process. I mean, I don't know. She wanted me to fill out the form online, I guess. I'm on page 22 of 24. So, I wouldn't know anything about that, ma'am, that's what I'm saying. The only thing that we do is get you enrolled or unenrolled from health insurance for the staffing companies. I can get you enrolled, if that's what you're trying to do. But I don't... I'm not sure how to help you with that part or the form that you're referring to. Oh, uh, it's, it's no help. I was just wondering, like, I'm putting in my phone number and it's not taking it. Like, every time I try to hit save and continue, it says, "You cannot proceed due to invalid data." Yeah, I'm not sure what you're referring to, ma'am. That's what I'm saying. I don't... I don't... All I'm able to do is get you enrolled or unenrolled from the health insurance. Okay. Well, I'll figure it out then. Thank you. No problem. You got it?

### Conversation Format

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

Speaker speaker\_1: Hey, how you doing, Malcolm?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_1: I'm doing okay. So, I have a... I'm trying to fill out a form. I don't know if you can really help me with this. And I'm entering my phone number and it's not accepting it. It's saying, "invalid entry". Am I doing it the wrong way or is it a specific way it needs to be put in?

Speaker speaker\_0: What do you mean you... So, what exactly are you doing at this moment? I'm confused.

Speaker speaker\_1: Okay. So, I'm on the card, the enrollment form, right? And it's telling me to... I don't enter everything, but it won't let me go past that because when I put in my phone number, it's telling me that it's incorrect. I mean, not incorrect but it's saying it's invalid entry. It won't let me move past that.

Speaker speaker\_0: So, what staffing company do you work for?

Speaker speaker\_1: Uh-huh, I'm with Wagner.

Speaker speaker\_0: So, if you're just trying to get signed up, I can get you... I can do that for you over the phone. I'm not sure about the process.

Speaker speaker\_1: I mean, I don't know. She wanted me to fill out the form online, I guess. I'm on page 22 of 24.

Speaker speaker\_0: So, I wouldn't know anything about that, ma'am, that's what I'm saying. The only thing that we do is get you enrolled or unenrolled from health insurance for the staffing companies. I can get you enrolled, if that's what you're trying to do. But I don't... I'm not sure how to help you with that part or the form that you're referring to.

Speaker speaker\_1: Oh, uh, it's, it's no help. I was just wondering, like, I'm putting in my phone number and it's not taking it. Like, every time I try to hit save and continue, it says, "You cannot proceed due to invalid data."

Speaker speaker\_0: Yeah, I'm not sure what you're referring to, ma'am. That's what I'm saying. I don't... I don't... All I'm able to do is get you enrolled or unenrolled from the health insurance.

Speaker speaker\_1: Okay. Well, I'll figure it out then. Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_2: You got it?