

## **Transcript: Malcolm**

**Nash-6075037218422784-5544883324895232**

### **Full Transcript**

Thanks for calling Medical Assistance in the Car. This is Malcolm. How can I help you? Hello, Malcolm. I am calling to check on my enrollment. I haven't gotten a insurance card yet. What staffing company you work for? For, uh, it's at OnTrack Staffing. Slash, your social? Slash... It is 4975. First name? Sanje Koriakous, please. I ask for security purposes, can you verify your address and date of birth for me? Yep. Address is 2240 E Tourney Mills Road, Apartment 222, Carrollton, Texas 75006. And date of birth is May 17th, 1965. Thank you. So yeah, your phone number is 214-500-3130? Yep. You got it. And the email is last name, first name, at-Koriakoushiny, yeah. Yeah, that's gmail.com. It's a mouthful. It's fine. All right. So it looks like you're still waiting for your first deduction to happen. Oh. Huh. Uh, I had completed the enrollment on May the 1st. So, that's weird. Okay. Good to know. Yeah. So it looks like, it takes one to two weeks for the enrollment process. Hmm. So maybe the deduction won't happen until the 16th then. So, two weeks. I wouldn't be able to give you a definitive because it's really up to OnTrack Staffing when they make that deduction happen. Okay. All right. Well, thank you for the update. Appreciate you. No problem, Ms. Sanje. Was there anything else I can help you with today? That's it. Have a good day. You too. Thank you. Mm. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Medical Assistance in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hello, Malcolm. I am calling to check on my enrollment. I haven't gotten a insurance card yet.

Speaker speaker\_0: What staffing company you work for?

Speaker speaker\_1: For, uh, it's at OnTrack Staffing.

Speaker speaker\_0: Slash, your social?

Speaker speaker\_1: Slash... It is 4975.

Speaker speaker\_0: First name?

Speaker speaker\_1: Sanje Koriakous, please.

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

Speaker speaker\_1: Yep. Address is 2240 E Tourney Mills Road, Apartment 222, Carrollton, Texas 75006. And date of birth is May 17th, 1965.

Speaker speaker\_0: Thank you. So yeah, your phone number is 214-500-3130?

Speaker speaker\_1: Yep. You got it.

Speaker speaker\_0: And the email is last name, first name, at-

Speaker speaker\_1: Koriakoushiny, yeah. Yeah, that's gmail.com. It's a mouthful. It's fine.

Speaker speaker\_0: All right. So it looks like you're still waiting for your first deduction to happen.

Speaker speaker\_1: Oh. Huh. Uh, I had completed the enrollment on May the 1st. So, that's weird. Okay. Good to know.

Speaker speaker\_0: Yeah. So it looks like, it takes one to two weeks for the enrollment process.

Speaker speaker\_1: Hmm. So maybe the deduction won't happen until the 16th then. So, two weeks.

Speaker speaker\_0: I wouldn't be able to give you a definitive because it's really up to OnTrack Staffing when they make that deduction happen.

Speaker speaker\_1: Okay. All right. Well, thank you for the update. Appreciate you.

Speaker speaker\_0: No problem, Ms. Sanje. Was there anything else I can help you with today?

Speaker speaker\_1: That's it. Have a good day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_1: Mm. Bye.