

## **Transcript: Malcolm**

**Nash-6503932294021120-5196954603044864**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yes, sir. I was calling to see about getting some insurance. What staffing company? Do you work for ma'am? Uh, for Surge. What was the last four of your social? 2899. Did you say 0899 or 2899? 28999. All right. First name? Stephanie Wyndham. And for security purposes, can you verify your address and date of birth for me? 4862 Cairo Loop, Ecu, Mississippi 38841. And your date of birth? 12/12/1979. Thank you. So we got your phone number is 662-297-2999? Yes, sir. And I think your email is steph-- it was stephwyndham0@gmail.com? Yes, sir. Thank you. All right. So it looks like I'm gonna have to do a eligibility review before I can get you enrolled because you had multiple hire dates in the system. Please be advised it takes 24 to 48 hours for the review. And once I'm, I get back from them, I'll let you know if you're eligible to get enrolled or not. Okay. All right. Well, was there anything else I can help you with today, Ms. Stephanie? Uh, no, sir. All right. Yeah, this is, thanks for calling Benefits in the Car. I hope you have a great rest of the week. So will you be calling me back or me call you back? I will call you back once I hear if you're eligible or not. Okay. Thank you. No problem. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Uh, yes, sir. I was calling to see about getting some insurance.

Speaker speaker\_1: What staffing company? Do you work for ma'am?

Speaker speaker\_2: Uh, for Surge.

Speaker speaker\_1: What was the last four of your social?

Speaker speaker\_2: 2899.

Speaker speaker\_1: Did you say 0899 or 2899?

Speaker speaker\_2: 28999.

Speaker speaker\_1: All right. First name?

Speaker speaker\_2: Stephanie Wyndham.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 4862 Cairo Loop, Ecu, Mississippi 38841.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 12/12/1979.

Speaker speaker\_1: Thank you. So we got your phone number is 662-297-2999?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And I think your email is steph-- it was stephwyndham0@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you. All right. So it looks like I'm gonna have to do a eligibility review before I can get you enrolled because you had multiple hire dates in the system. Please be advised it takes 24 to 48 hours for the review. And once I'm, I get back from them, I'll let you know if you're eligible to get enrolled or not.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, was there anything else I can help you with today, Ms. Stephanie?

Speaker speaker\_2: Uh, no, sir.

Speaker speaker\_1: All right. Yeah, this is, thanks for calling Benefits in the Car. I hope you have a great rest of the week.

Speaker speaker\_2: So will you be calling me back or me call you back?

Speaker speaker\_1: I will call you back once I hear if you're eligible or not.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Okay.