

Transcript: Malcolm

Nash-6516108105826304-5115032563564544

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? Hello. My name is Julie Wickersham and I am attempting to enroll. Um, I was recently hired, um, and when I go to... Okay, recently rehired. And when I go to enroll, it says that I'm unable to. Okay. It's most likely- Or I'm ineligible. It's most likely because you need to get an eligibility review because you have multiple hire dates in the system. But let me pull up your account. What staffing company do you work for? Um, Oxford. What's the last four of your social? 7183. First name? Julie. Last name? Wickersham. For security purposes, can you verify your address and date of birth for me? Yes. Address is 44890 South Dakota Highway 44, Parker, South Dakota 57053. Birthdate is 10/21/62. Thank you. So yeah, your phone number is 605-359-4971? That is correct. Thank you. So yeah, it looks like I'm gonna have to get an eligibility review done because you have multiple hire dates in the system and that's why it wouldn't allow you to get enrolled. Oh, okay. Typically it takes one, 24 to 48 hours, but once I hear back I'll give you a call and let you know if you're eligible to get enrolled. Okay. All right. Thank you. No problem, Miss Julie. Was there anything else I can help you with today? No, I think that'll take care of it. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. Thank you. You too. Thank you.

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: Hello. My name is Julie Wickersham and I am attempting to enroll. Um, I was recently hired, um, and when I go to... Okay, recently rehired. And when I go to enroll, it says that I'm unable to.

Speaker speaker_1: Okay. It's most likely-

Speaker speaker_2: Or I'm ineligible.

Speaker speaker_1: It's most likely because you need to get an eligibility review because you have multiple hire dates in the system. But let me pull up your account. What staffing company do you work for?

Speaker speaker_2: Um, Oxford.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: 7183.

Speaker speaker_1: First name?

Speaker speaker_2: Julie.

Speaker speaker_1: Last name?

Speaker speaker_2: Wickersham.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes. Address is 44890 South Dakota Highway 44, Parker, South Dakota 57053. Birthdate is 10/21/62.

Speaker speaker_1: Thank you. So yeah, your phone number is 605-359-4971?

Speaker speaker_2: That is correct.

Speaker speaker_1: Thank you. So yeah, it looks like I'm gonna have to get an eligibility review done because you have multiple hire dates in the system and that's why it wouldn't allow you to get enrolled.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Typically it takes one, 24 to 48 hours, but once I hear back I'll give you a call and let you know if you're eligible to get enrolled.

Speaker speaker_2: Okay. All right. Thank you.

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

Speaker speaker_2: No, I think that'll take care of it.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you.