

## **Transcript: Malcolm**

**Nash-6751339243945984-4843463969652736**

### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, Malcolm. I was just trying to see if I can, um, enroll for, uh, benefits. What staffing company do you work for? Search in Norcross, Georgia. What's the last four of your social? 7475. First name? Shakeia. S-H-A-K-E-Y-I-A. Say that again, ma'am. You're breaking up as you're talking. I'm sorry. Uh, can you hear me? Yes, ma'am. All right, it's Shakeia, S-H-A-K-E-Y-I-A. Last name? Harris, H-A-R-R-I-S. All right. For security purposes, can you verify your address and date of birth for me? 209 Lake Point Place, Stone Mountain, Georgia 30088. And birthday, June 19th, 1989. Thank you. So we got your phone number, 470-509-0170? Correct. And your email, shakeia2023@yahoo.com? That's correct. Thank you. So are you a rehire by any chance? Yes. All right. So what I'm gonna have to do, I'ma have to send the eligibility review to see if you're eligible to get enrolled in the coverage. It takes 24 to 48 hours for the review, but once they review it and give me results, I'll give you a call back and let you know if you're eligible to get enrolled. Okay, thank you. No problem, Ms. Harris. Was there anything else I can help you with today? Yes. Uh, what would, uh, stop me from, uh, being, you know, being able to be approved? Because I've never- I believe it's an issue because it's not, we don't do that. We don't handle that here, it's in, it's handled by our back office. Oh, okay. Because I've never used their insurance so I'm sure that it should be fine. Yes, ma'am. Yes, ma'am. Okay, thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hi, Malcolm. I was just trying to see if I can, um, enroll for, uh, benefits.

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

Speaker speaker\_1: Search in Norcross, Georgia.

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

Speaker speaker\_1: 7475.

Speaker speaker\_0: First name?

Speaker speaker\_1: Shakeia. S-H-A-K-E-Y-I-A.

Speaker speaker\_0: Say that again, ma'am. You're breaking up as you're talking.

Speaker speaker\_1: I'm sorry. Uh, can you hear me?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: All right, it's Shakeia, S-H-A-K-E-Y-I-A.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Harris, H-A-R-R-I-S.

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

Speaker speaker\_1: 209 Lake Point Place, Stone Mountain, Georgia 30088. And birthday, June 19th, 1989.

Speaker speaker\_0: Thank you. So we got your phone number, 470-509-0170?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And your email, shakeia2023@yahoo.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Thank you. So are you a rehire by any chance?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So what I'm gonna have to do, I'ma have to send the eligibility review to see if you're eligible to get enrolled in the coverage. It takes 24 to 48 hours for the review, but once they review it and give me results, I'll give you a call back and let you know if you're eligible to get enrolled.

Speaker speaker\_1: Okay, thank you.

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

Speaker speaker\_1: Yes. Uh, what would, uh, stop me from, uh, being, you know, being able to be approved? Because I've never-

Speaker speaker\_0: I believe it's an issue because it's not, we don't do that. We don't handle that here, it's in, it's handled by our back office.

Speaker speaker\_1: Oh, okay. Because I've never used their insurance so I'm sure that it should be fine.

Speaker speaker\_0: Yes, ma'am. Yes, ma'am.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you.