

## **Transcript: Malcolm**

**Nash-4659379586908160-6377779795247104**

### **Full Transcript**

... Thanks for calling Benefits in the Cart. This is Malcolm. How can I help you? Hey, Malcolm. Uh, this is Yawan Etheridge. I'm trying to enroll. I only have a couple of days left. I did it online but it's not, it's not showing up. Nothing's showing up. What re- what staffing company do you work for? Verstella. Let me pull up for you your social security number. 1411. Your first name? Yawan. Say that again, sir? Yawan. Last name? Huh? Your last name? Etheridge. All right. For security purposes, can you verify your address and date of birth for me? Yes. 123 West Burnside Street, apartment number 3- 333-9020- 97209. Uh, my birthdate is 7/25/1989. Excuse me. We got your phone number 03969 1861? Yep. And the email is etheridgewayan@gmail.com? Yep. So it looks like you already got enrolled in the dental, the short-term disability, the vision, the ID express, the preventative care and the medical plan. Okay. All right. We're just waiting for that full deduction then. W- uh, okay. So my next paycheck, it should, it should get it deducted and it should start then? So I'm not sure when it'll actually start, the first deduction will happen, but it does look like it's been sent in to be processed already. Okay. Okay, thank you. No problem, Mr. Etheridge. Was there anything else I can help you with today? Nope, you did everything perfect. Thank you. No problem. Thanks for calling Benefits in the Cart. Hope you have a great weekend, man. Thank you. Have a great weekend. Thank you. Bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, Malcolm. Uh, this is Yawan Etheridge. I'm trying to enroll. I only have a couple of days left. I did it online but it's not, it's not showing up. Nothing's showing up.

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

Speaker speaker\_1: Verstella.

Speaker speaker\_0: Let me pull up for you your social security number.

Speaker speaker\_1: 1411.

Speaker speaker\_0: Your first name?

Speaker speaker\_1: Yawan.

Speaker speaker\_0: Say that again, sir?

Speaker speaker\_1: Yawan.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Huh?

Speaker speaker\_0: Your last name?

Speaker speaker\_1: Etheridge.

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

Speaker speaker\_1: Yes. 123 West Burnside Street, apartment number 3- 333-9020- 97209. Uh, my birthdate is 7/25/1989.

Speaker speaker\_0: Excuse me. We got your phone number 03969 1861?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email is etheridgewayan@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: So it looks like you already got enrolled in the dental, the short-term disability, the vision, the ID express, the preventative care and the medical plan.

Speaker speaker\_1: Okay. All right.

Speaker speaker\_0: We're just waiting for that full deduction then.

Speaker speaker\_1: W- uh, okay. So my next paycheck, it should, it should get it deducted and it should start then?

Speaker speaker\_0: So I'm not sure when it'll actually start, the first deduction will happen, but it does look like it's been sent in to be processed already.

Speaker speaker\_1: Okay. Okay, thank you.

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

Speaker speaker\_1: Nope, you did everything perfect. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Cart. Hope you have a great weekend, man.

Speaker speaker\_1: Thank you. Have a great weekend.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Bye.