Transcript: Malcolm Nash-4798663853522944-655556380852224

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Yeah. Hey, man. Um, I was calling because I, um, recently started a job and I'm trying to enroll in, um, a healthcare, um, plan, and it's saying that is my enrollment's not allowed. Um, so I, I, I was wondering if we could figure- What staffing company do you work for? What's up? What staffing company do you work for? Uh, Oxford Global Resources. The last four of your social? Uh, 2364. First name? Tim. Timothy. Last name? Keller. For security purposes, can you verify your address and date of birth for me? Yeah. Address is 11813 East Broadway Avenue, uh, Apartment C402, Spokane Valley, Washington 99206. Date of birth is 03-18-1992. Thank you. So we got your phone number, 808-783-5902? Uh, yeah, yeah, yeah. And your email is kellertim92, 92@gmail.com? Yes, sir. Thank you. All right. So it looks like we need to do a eligibility review. That's why they weren't allowing you to get enrolled because you have multiple hire dates in the system. Okay, I got you. All right. So typically it takes 24 to 48 hours for the review, but once we hear back from the back office I'll let you know if you're eligible to get enrolled by giving you a call back. Awesome. I appreciate it, dude. No problem, Mr. Timothy. Was there anything else I could help you with today? Uh, no, that's it. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. Yeah, you too. Take care. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Yeah. Hey, man. Um, I was calling because I, um, recently started a job and I'm trying to enroll in, um, a healthcare, um, plan, and it's saying that is my enrollment's not allowed. Um, so I, I, I was wondering if we could figure-

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: What's up?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Oxford Global Resources.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: Uh, 2364.

Speaker speaker_0: First name?

Speaker speaker_1: Tim. Timothy.

Speaker speaker_0: Last name?

Speaker speaker_1: Keller.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yeah. Address is 11813 East Broadway Avenue, uh, Apartment C402, Spokane Valley, Washington 99206. Date of birth is 03-18-1992.

Speaker speaker_0: Thank you. So we got your phone number, 808-783-5902?

Speaker speaker_1: Uh, yeah, yeah, yeah.

Speaker speaker_0: And your email is kellertim92, 92@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right. So it looks like we need to do a eligibility review. That's why they weren't allowing you to get enrolled because you have multiple hire dates in the system.

Speaker speaker_1: Okay, I got you.

Speaker speaker_0: All right. So typically it takes 24 to 48 hours for the review, but once we hear back from the back office I'll let you know if you're eligible to get enrolled by giving you a call back.

Speaker speaker_1: Awesome. I appreciate it, dude.

Speaker speaker_0: No problem, Mr. Timothy. Was there anything else I could help you with today?

Speaker speaker_1: Uh, no, that's it. 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: Yeah, you too. Take care. Bye.

Speaker speaker_0: Bye.