

## **Transcript: Malcolm**

**Nash-4975913858285568-5905366255976448**

### **Full Transcript**

This is Palm Benefits and the Card. This is Malcolm. How can I help you? . Hello. I received a text saying I have 30 days to enroll for benefits. Okay. What staffing company do you work for? For Partners Personnel. What was that? I was asking what staffing company you work for. So were you wanting to get enrolled into the coverage? Yes, please. All right. What's the last four of your social insurance number? 4446. What were you going to say? I was just going to tell you the staffing agency is, um, Partners Personnel. Okay. Your first name? Miranda. Last name? Cypher. C-Y-P-H-E-R. Thank you. For security purposes, can you verify your address and date of birth for me? 6904 Halifax River Drive, Apartment 102, Tampa, Florida 33617. And then you said my date of birth? Yes, ma'am. October 8th, 2001. Thank you. So we got a good phone number. It's 525-8903? Correct. And the email is mirandacypher12@icloud.com? Correct. Thank you. And what type of coverage were you looking to get enrolled in today? Um... Sorry, this is, um... They didn't really... They briefly went over everything with me. Mm-hmm. Again, that was on... That was, like, the last week of January though. What you guys- So if you like, I can send you a benefits guide. Oh, go ahead. What were you gonna say? I was saying I can go ahead and send you a benefits guide if you want to look over that and give us a call back. So you do have 30 days from the date- Yep, yes. ... you said to get enrolled into coverage. And it looks like your date of hire- Yes, sir. ... is the 17th. So you will have until 3/17 to get enrolled in the coverage. All right. Thank you. Yes, please. Could you send that over and then I'll call back? Yes, ma'am. And just to let you know, we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. 8:00 to 8:00? Yes, ma'am. Okay. Thank you. No problem. Was there anything else I could help you with today? No, that's it. Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great weekend. Thank you. You too. Thank you. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: This is Palm Benefits and the Card. This is Malcolm. How can I help you? .

Speaker speaker\_1: Hello. I received a text saying I have 30 days to enroll for benefits.

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

Speaker speaker\_1: For Partners Personnel. What was that?

Speaker speaker\_0: I was asking what staffing company you work for. So were you wanting to get enrolled into the coverage?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All right. What's the last four of your social insurance number?

Speaker speaker\_1: 4446.

Speaker speaker\_0: What were you going to say?

Speaker speaker\_1: I was just going to tell you the staffing agency is, um, Partners Personnel.

Speaker speaker\_0: Okay. Your first name?

Speaker speaker\_1: Miranda.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Cypher. C-Y-P-H-E-R.

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

Speaker speaker\_1: 6904 Halifax River Drive, Apartment 102, Tampa, Florida 33617. And then you said my date of birth?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: October 8th, 2001.

Speaker speaker\_0: Thank you. So we got a good phone number. It's 525-8903?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email is mirandacypher12@icloud.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Thank you. And what type of coverage were you looking to get enrolled in today?

Speaker speaker\_1: Um... Sorry, this is, um... They didn't really... They briefly went over everything with me.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Again, that was on... That was, like, the last week of January though. What you guys-

Speaker speaker\_0: So if you like, I can send you a benefits guide. Oh, go ahead.

Speaker speaker\_1: What were you gonna say?

Speaker speaker\_0: I was saying I can go ahead and send you a benefits guide if you want to look over that and give us a call back. So you do have 30 days from the date-

Speaker speaker\_1: Yep, yes.

Speaker speaker\_0: ... you said to get enrolled into coverage. And it looks like your date of hire-

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: ... is the 17th. So you will have until 3/17 to get enrolled in the coverage.

Speaker speaker\_1: All right. Thank you. Yes, please. Could you send that over and then I'll call back?

Speaker speaker\_0: Yes, ma'am. And just to let you know, we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_1: 8:00 to 8:00?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Was there anything else I could help you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great weekend.

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Bye.