

## **Transcript: Malcolm**

**Nash-5138206385192960-6401454581432320**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Well, a text message came to my phone telling me to get info from this number. What did the text say specifically, sir? It said... I'm going to go back to it. "Welcome to Department of Personnel. You have 30 days from your first paycheck to enroll." Okay. So that's a automatic text going out to new hires from Department of Personnel- That is, man. That's- ... congratulating them on getting in. That's a automatic text going out to new hires from Department of Personnel congratulating them on getting a job and letting them know they have 30 days to get enrolled into their health insurance offered through Department of Personnel. Right. So it's going to come again to remind us? No, sir. It should be a one-time thing. You guys are also in open enrollment right now. Right. So, so when, so when do I roll over to HOPWA FERS? Wait. Say that again, sir? When do I roll over to HOPWA FERS? You said, when do you roll over? Yes, sir. Are you already enrolled in the coverage? No, I'm, I'm with Part-... I went through Partners Personnel. What's the last four of your social? Oh, let me... hold on. Let me get it for you. It is 5179. First name? McCray. Timo-... No, my fault. Timothy McCray. And for security purposes, can you verify your address and date of birth for me? 12/20/04. I need the city, state, zip code as well. I mean your address, city, state, and zip code. 266 Shayland Drive, Hamer, South Carolina. And the zip code? 29536, uh, yeah, 29536. So we got your phone number, 843-632-1608. Yes, sir. And your email is timothyccray1@icloud.com? Yes, sir. So were you wanting to get enrolled in coverage? 'Cause it's not showing that you're enrolled in anything. Yep. No, I, no, I just want to know when, when do I roll over to HOPWA FERS, 'cause somebody told me from, um, Partners Personnel telling me I got to wait six months. But I, I had went, I had got hired for, for a second shift and they told me I got to go through this first to get the second shift. They told me I got 520 hours, right? So I wouldn't know any- I wouldn't know anything about that, sir. This is for the health insurance portion offered through Partners Personnel. All we do is get you enrolled or unenrolled from the health insurance. Oh, so, so you can't help me roll over or nothing like that? I wouldn't know anything about that, sir. If you wanted to get enrolled into the health insurance I can help you with that, but outside of that, you're going to want to reach out to your staffing company directly. Oh, okay. Thank you. No problem, Mr. Timothy. Was there anything else I can help you with today? No, sir. All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your day. All right.

### **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 Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Well, a text message came to my phone telling me to get info from this number.

Speaker speaker\_1: What did the text say specifically, sir?

Speaker speaker\_2: It said... I'm going to go back to it. "Welcome to Department of Personnel. You have 30 days from your first paycheck to enroll."

Speaker speaker\_1: Okay. So that's a automatic text going out to new hires from Department of Personnel-

Speaker speaker\_2: That is, man. That's-

Speaker speaker\_1: ... congratulating them on getting in. That's a automatic text going out to new hires from Department of Personnel congratulating them on getting a job and letting them know they have 30 days to get enrolled into their health insurance offered through Department of Personnel.

Speaker speaker\_2: Right. So it's going to come again to remind us?

Speaker speaker\_1: No, sir. It should be a one-time thing. You guys are also in open enrollment right now.

Speaker speaker\_2: Right. So, so when, so when do I roll over to HOPWA FERS?

Speaker speaker\_1: Wait. Say that again, sir?

Speaker speaker\_2: When do I roll over to HOPWA FERS?

Speaker speaker\_1: You said, when do you roll over?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Are you already enrolled in the coverage?

Speaker speaker\_2: No, I'm, I'm with Part-... I went through Partners Personnel.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: Oh, let me... hold on. Let me get it for you. It is 5179.

Speaker speaker\_1: First name?

Speaker speaker\_2: McCray. Timo-... No, my fault. Timothy McCray.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 12/20/04.

Speaker speaker\_1: I need the city, state, zip code as well. I mean your address, city, state, and zip code.

Speaker speaker\_2: 266 Shayland Drive, Hamer, South Carolina.

Speaker speaker\_1: And the zip code?

Speaker speaker\_2: 29536, uh, yeah, 29536.

Speaker speaker\_1: So we got your phone number, 843-632-1608.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And your email is timothyccray1@icloud.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: So were you wanting to get enrolled in coverage? 'Cause it's not showing that you're enrolled in anything.

Speaker speaker\_2: Yep. No, I, no, I just want to know when, when do I roll over to HOPWA FERS, 'cause somebody told me from, um, Partners Personnel telling me I got to wait six months. But I, I had went, I had got hired for, for a second shift and they told me I got to go through this first to get the second shift. They told me I got 520 hours, right?

Speaker speaker\_1: So I wouldn't know any- I wouldn't know anything about that, sir. This is for the health insurance portion offered through Partners Personnel. All we do is get you enrolled or unenrolled from the health insurance.

Speaker speaker\_2: Oh, so, so you can't help me roll over or nothing like that?

Speaker speaker\_1: I wouldn't know anything about that, sir. If you wanted to get enrolled into the health insurance I can help you with that, but outside of that, you're going to want to reach out to your staffing company directly.

Speaker speaker\_2: Oh, okay. Thank you.

Speaker speaker\_1: No problem, Mr. Timothy. Was there anything else I can help you with today?

Speaker speaker\_2: No, sir.

Speaker speaker\_1: All right. Well, thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker\_2: All right.