

## **Transcript: Malcolm**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits for the Card. This is Malcolm, how can I help you? Hi, Malcolm. My name's Sean Pratt. I work at, um, Oxford Resources. And I enrolled for benefits, uh, through the website that I was given. And, um, I was just talking to my company and they're saying that they didn't see that I was enrolled . 'Cause I had questions about, you know, when I could start, you know, using my be- my insurance. Yeah . And, um, like today was the first day I got paid. So I worked last week, I enrolled last week, like on Monday I think it was. Uh, and I was wondering if you could help me verify whether you have my information? That I enrolled- Yes, sir. So what's your first name? What's your first and last name? Sean. Sean, S-E-A-N, Pratt, P-R-A-T-T. All right. For security purposes can you verify your address and date of birth for me? Yep. It's 413 Central Ave., uh, Unit 14-106 in Pawtucket, Rhode Island. And my date of birth is 6/11/1968. Thank you. So we got your phone number at 788-2080? Correct. And then your email is seanpratt40@gmail.com? Sean.Pratt40 at gmail.com. Correct. Yes, sir. So I see you got coverage for you and your spouse. There's the Industry Plus Enhanced, the dental, short-term disability, life insurance, vision, and the NEC 20Rx. Yes. Okay. So you do have my information. That's awesome. Okay. Yes, sir. So it looks like you're just waiting for that first deduction to happen. Okay. Understood. I, i- it worried me when my company was like, "We don't see that you're enrolled." I'm like, "Wait a minute, wait a minute." Yes, sir. So yeah, it looks like you got enrolled. All right. Cool. All right. Malcolm, that's all I wanted to know is whether or not I, you had my information. Sounds like you do. And I just need- Yes, sir. ... to wait for that first deduction and then we're ready to roll. All right, Mr. Pratt. Well, was there anything else I could help you with today? No, sir. That was it. You have a great rest of your day. You have a great weekend, Mr. Pratt. Thank you. All right. Bye now.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits for the Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hi, Malcolm. My name's Sean Pratt. I work at, um, Oxford Resources. And I enrolled for benefits, uh, through the website that I was given. And, um, I was just talking to my company and they're saying that they didn't see that I was enrolled . 'Cause I had questions about, you know, when I could start, you know, using my be- my insurance.

Speaker speaker\_1: Yeah .

Speaker speaker\_2: And, um, like today was the first day I got paid. So I worked last week, I enrolled last week, like on Monday I think it was. Uh, and I was wondering if you could help me verify whether you have my information? That I enrolled-

Speaker speaker\_1: Yes, sir. So what's your first name? What's your first and last name?

Speaker speaker\_2: Sean. Sean, S-E-A-N, Pratt, P-R-A-T-T.

Speaker speaker\_1: All right. For security purposes can you verify your address and date of birth for me?

Speaker speaker\_2: Yep. It's 413 Central Ave., uh, Unit 14-106 in Pawtucket, Rhode Island. And my date of birth is 6/11/1968.

Speaker speaker\_1: Thank you. So we got your phone number at 788-2080?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then your email is seanpratt40@gmail.com?

Speaker speaker\_2: Sean.Pratt40 at gmail.com. Correct.

Speaker speaker\_1: Yes, sir. So I see you got coverage for you and your spouse. There's the Industry Plus Enhanced, the dental, short-term disability, life insurance, vision, and the NEC 20Rx.

Speaker speaker\_2: Yes. Okay. So you do have my information. That's awesome. Okay.

Speaker speaker\_1: Yes, sir. So it looks like you're just waiting for that first deduction to happen.

Speaker speaker\_2: Okay. Understood. I, i- it worried me when my company was like, "We don't see that you're enrolled." I'm like, "Wait a minute, wait a minute."

Speaker speaker\_1: Yes, sir. So yeah, it looks like you got enrolled.

Speaker speaker\_2: All right. Cool. All right. Malcolm, that's all I wanted to know is whether or not I, you had my information. Sounds like you do. And I just need-

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: ... to wait for that first deduction and then we're ready to roll.

Speaker speaker\_1: All right, Mr. Pratt. Well, was there anything else I could help you with today?

Speaker speaker\_2: No, sir. That was it. You have a great rest of your day.

Speaker speaker\_1: You have a great weekend, Mr. Pratt. Thank you.

Speaker speaker\_2: All right. Bye now.