

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Mr. Eli? Who is this? This is Malcolm with Benefits and the Card. I'm calling in regards to your enrollment with Partners Personnel. Okay, yes, hold on one second. Okay. Hey, let me call you back. Are you talking to me or somebody else? Oh, no, somebody else. Hold on. Okay, good, I apologize. How are you doing? I'm doing good, Mr. Mustafa. So I'm just giving you a call back. I believe we spoke on the 14th of this, this month about- Yes. ... getting you enrolled into the vision coverage. So it does look like based off your hiring date, we were... you were supposed to get enrolled in sort of the future coverage, which means your coverage wouldn't start until January. So we need to correct that issue and we're just curious if you wanted to... do you still want to wait for the vision to get added until January or did you want to just cancel it? So I have to wait till January for it to get added? Yes, sir, based off your hiring date. Okay. So if I say, yes, I wait till January, would that be, um, would that just kick right in or how would that work? It should be... it would come active on January 6th. So I wouldn't have to do nothing else, it would, it would come active on January 6th? Yes, sir. You wouldn't ha- it wouldn't mean you have to do anything else. What I mean, I wouldn't have to, uh, call you and reapply and... Oh, no. No, sir, you wouldn't have to call us or anything. Okay. Well, I really appreciate you taking the time and energy to, to get in contact with me and let me know what was going on, so I wouldn't be wasting my time, right? Um. Yes, sir. I'd definitely, I'd definitely like to continue the tra- the trajectory that we're on right now and, uh, stay with it and, uh, when January comes, I'll be enrolled with my vision. Okay. So you're fine with it becoming active in January versus November. Yeah. 'Cause, um, we apologize for that 'cause it does look like, based off your hiring date, it should have been a future enrollment instead of the current. No, it's, it's, it's all good. I understand things happen. I'm just glad to be a par- uh, you know, a part of the focus and being able to take care of my health. So, you know, I look forward to being able to take care of my vision in January. I appreciate you understanding, Mr. Mustafa. Was, was there anything else I can help you with while we're on the phone? No, I really appreciate, appreciate your professionalism and reaching out to me and giving me an update. Thank you. No problem, Mr. Mustafa. There's nothing else. I hope you have a great rest of the week, man. Hey, you too, man. See you. All right, peace.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, is this Mr. Eli?

Speaker speaker_2: Who is this?

Speaker speaker_1: This is Malcolm with Benefits and the Card. I'm calling in regards to your enrollment with Partners Personnel.

Speaker speaker_2: Okay, yes, hold on one second.

Speaker speaker_1: Okay.

Speaker speaker_2: Hey, let me call you back.

Speaker speaker_1: Are you talking to me or somebody else?

Speaker speaker_2: Oh, no, somebody else. Hold on. Okay, good, I apologize. How are you doing?

Speaker speaker_1: I'm doing good, Mr. Mustafa. So I'm just giving you a call back. I believe we spoke on the 14th of this, this month about-

Speaker speaker_2: Yes.

Speaker speaker_1: ... getting you enrolled into the vision coverage. So it does look like based off your hiring date, we were... you were supposed to get enrolled in sort of the future coverage, which means your coverage wouldn't start until January. So we need to correct that issue and we're just curious if you wanted to... do you still want to wait for the vision to get added until January or did you want to just cancel it?

Speaker speaker_2: So I have to wait till January for it to get added?

Speaker speaker_1: Yes, sir, based off your hiring date.

Speaker speaker_2: Okay. So if I say, yes, I wait till January, would that be, um, would that just kick right in or how would that work?

Speaker speaker_1: It should be... it would come active on January 6th.

Speaker speaker_2: So I wouldn't have to do nothing else, it would, it would come active on January 6th?

Speaker speaker_1: Yes, sir. You wouldn't ha- it wouldn't mean you have to do anything else.

Speaker speaker_2: What I mean, I wouldn't have to, uh, call you and reapply and...

Speaker speaker_1: Oh, no. No, sir, you wouldn't have to call us or anything.

Speaker speaker_2: Okay. Well, I really appreciate you taking the time and energy to, to get in contact with me and let me know what was going on, so I wouldn't be wasting my time, right? Um.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: I'd definitely, I'd definitely like to continue the tra- the trajectory that we're on right now and, uh, stay with it and, uh, when January comes, I'll be enrolled with my vision.

Speaker speaker_1: Okay. So you're fine with it becoming active in January versus November.

Speaker speaker_2: Yeah.

Speaker speaker_1: 'Cause, um, we apologize for that 'cause it does look like, based off your hiring date, it should have been a future enrollment instead of the current.

Speaker speaker_2: No, it's, it's, it's all good. I understand things happen. I'm just glad to be a par- uh, you know, a part of the focus and being able to take care of my health. So, you know, I look forward to being able to take care of my vision in January.

Speaker speaker_1: I appreciate you understanding, Mr. Mustafa. Was, was there anything else I can help you with while we're on the phone?

Speaker speaker_2: No, I really appreciate, appreciate your professionalism and reaching out to me and giving me an update. Thank you.

Speaker speaker_1: No problem, Mr. Mustafa. There's nothing else. I hope you have a great rest of the week, man.

Speaker speaker_2: Hey, you too, man.

Speaker speaker_1: See you.

Speaker speaker_2: All right, peace.