

Transcript: Malcolm

Nash-5572151473815552-6526395060273152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on the Card. This is Malcolm. How can I help you? Yes. I just recently started working this week for Tara slash Rustella after over a year and I wanted to enroll in Vision, but I- I'm having trouble doing that on the- on the website. Okay. You say you work for Tara? Yes. All right. What's the last four of your social? 4012. First name? Byron. How you spell that? B-Y-R-O-N. Thank you. For security purposes, can you verify your address and date of birth for me? Yeah. Address is 36 South Porter Street, Apartment 3, Portland, Oregon 97201. Social Security card, 531564012. Okay. I just need your address and your date of birth. 4/14/66. Thank you. So we have your phone number as 971-806-4876? Yes. And the email is byronb414@yahoo.com? Yes. Thank you. Let see. Are you a re-hire by any chance, or you've been with the company since 2023? Well, I worked a couple of jobs for them in '23. And then, um, I took another job, um, outside of Tara, and I just started working back for them yesterday. Okay. So what I'm gonna have to do, at least... 'Cause right now all we... The only hire date we have is 2/3/23. Yeah. So if- if... Based off that information, you're outside of your personal open enrollment window, so I'ma have to send an email to get an eligibility review. Typically, it takes 24 to 48 hours, but once I hear back, I'll give you a call back to let you know if you're eligible to get enrolled or not. Okay. And I'll, a-a-and I'll get all this info in an email? What do you mean? What in- what information? You mentioned an email. Um, I'm gonna send an email to get an invest... to see if you're eligible to get enrolled in coverage. Okay. Thank you. And then once I hear back, I'll give you a call back. Are you there, sir? Yeah. All right. Yeah, once I hear back, I'll give you a call back. Okay.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits on the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yes. I just recently started working this week for Tara slash Rustella after over a year and I wanted to enroll in Vision, but I- I'm having trouble doing that on the- on the website.

Speaker speaker_1: Okay. You say you work for Tara?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 4012.

Speaker speaker_1: First name?

Speaker speaker_2: Byron.

Speaker speaker_1: How you spell that?

Speaker speaker_2: B-Y-R-O-N.

Speaker speaker_1: Thank you. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yeah. Address is 36 South Porter Street, Apartment 3, Portland, Oregon 97201. Social Security card, 531564012.

Speaker speaker_1: Okay. I just need your address and your date of birth.

Speaker speaker_2: 4/14/66.

Speaker speaker_1: Thank you. So we have your phone number as 971-806-4876?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is byronb414@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. Let see. Are you a re-hire by any chance, or you've been with the company since 2023?

Speaker speaker_2: Well, I worked a couple of jobs for them in '23. And then, um, I took another job, um, outside of Tara, and I just started working back for them yesterday.

Speaker speaker_1: Okay. So what I'm gonna have to do, at least... 'Cause right now all we... The only hire date we have is 2/3/23.

Speaker speaker_2: Yeah.

Speaker speaker_1: So if- if... Based off that information, you're outside of your personal open enrollment window, so I'ma have to send an email to get an eligibility review. Typically, it takes 24 to 48 hours, but once I hear back, I'll give you a call back to let you know if you're eligible to get enrolled or not.

Speaker speaker_2: Okay. And I'll, a-a-and I'll get all this info in an email?

Speaker speaker_1: What do you mean? What in- what information?

Speaker speaker_2: You mentioned an email.

Speaker speaker_1: Um, I'm gonna send an email to get an invest... to see if you're eligible to get enrolled in coverage.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: And then once I hear back, I'll give you a call back. Are you there, sir?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. Yeah, once I hear back, I'll give you a call back.

Speaker speaker_2: Okay.