

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, how are you? Um, listen, I, uh, started at, with, uh, Oxford and they sent me through onboarding to, uh, the BIC website. And when I log in, it says enrollment not allowed, um, then has this phone number. What's that of the company say again? Oxford Global. What's the last four of your social? 9689. First name? Jared. Last name? Bond. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 7839 Bond Drive, Patriot, Indiana 47038. Uh, I forgot what else. Oh, 22167. Thank you. So yeah, your phone number 812-270-6933? Yep. And the email is jared.bond.812@gmail.com? That is correct. Thank you. All right. So it looks like you have a multiple, you have a multiple hire dates in the system. Are you a rehire? Uh, yeah. Well, they're a contracting company. I did a contract for them before. Yeah. Uh, years ago, though. So we're going to have to do a eligibility review before we can get you enrolled. Okay, that's fine. Okay. So the eligibility review does take one to two weeks. Uh, I mean, 24 to 48 hours. And once we hear back- Oh, okay. ... I'll let you know if you're eligible to get en- All right, man. I appreciate it. Okay. No problem. Is there anything else I can help you with today, sir? No, that's it. I appreciate it. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, how are you? Um, listen, I, uh, started at, with, uh, Oxford and they sent me through onboarding to, uh, the BIC website. And when I log in, it says enrollment not allowed, um, then has this phone number.

Speaker speaker_0: What's that of the company say again?

Speaker speaker_1: Oxford Global.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 9689.

Speaker speaker_0: First name?

Speaker speaker_1: Jared.

Speaker speaker_0: Last name?

Speaker speaker_1: Bond.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 7839 Bond Drive, Patriot, Indiana 47038. Uh, I forgot what else. Oh, 22167.

Speaker speaker_0: Thank you. So yeah, your phone number 812-270-6933?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email is jared.bond.812@gmail.com?

Speaker speaker_1: That is correct.

Speaker speaker_0: Thank you. All right. So it looks like you have a multiple, you have a multiple hire dates in the system. Are you a rehire?

Speaker speaker_1: Uh, yeah. Well, they're a contracting company. I did a contract for them before.

Speaker speaker_0: Yeah.

Speaker speaker_1: Uh, years ago, though.

Speaker speaker_0: So we're going to have to do a eligibility review before we can get you enrolled.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: Okay. So the eligibility review does take one to two weeks. Uh, I mean, 24 to 48 hours. And once we hear back-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... I'll let you know if you're eligible to get en-

Speaker speaker_1: All right, man. I appreciate it. Okay.

Speaker speaker_0: No problem. Is there anything else I can help you with today, sir?

Speaker speaker_1: No, that's it. I appreciate it.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.