

Transcript: Malcolm

Nash-6275165999022080-6441547382341632

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hey, is this Mr. West? Yeah. Hey, Mr. West. This is Malcolm with Benefits in the Card. Do you remember speaking yesterday about getting your eligibility review? Yes, sir. All right, so it does look like you're eligible to get enrolled. I just wanted to give you a call back to let you know. I don't know if right now- I am or not? Say that, you are. You are eligible to get enrolled. Okay. Um- Okay. ... probably would be a good time but I just want to give you a call to let you notice you're eligible. Uh, what's, so what's the next step after that? So you can either get enrolled right now or give us a call back whenever before you, and get enrolled and get coverage. Can, uh, can I call you guys back? I'm, like, almost about to finish at work. Yes, sir. So we're open until 5:00 PM Eastern Time. 5:00 PM Eastern, okay. I mean, 8:00 PM, 8:00 PM. 8:00 PM Eastern Time, sorry. 8:00 PM? Okay, cool. That's fine. All right. All right. If there's nothing else. We'll, was there anything else I can help you with- No, sir. All right, you have a great day, sir. Uh, you too, boss. Thank you. Bye-bye. No problem. Bye.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hey, is this Mr. West?

Speaker speaker_1: Yeah.

Speaker speaker_2: Hey, Mr. West. This is Malcolm with Benefits in the Card. Do you remember speaking yesterday about getting your eligibility review?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right, so it does look like you're eligible to get enrolled. I just wanted to give you a call back to let you know. I don't know if right now-

Speaker speaker_1: I am or not?

Speaker speaker_2: Say that, you are. You are eligible to get enrolled.

Speaker speaker_1: Okay.

Speaker speaker_2: Um-

Speaker speaker_1: Okay.

Speaker speaker_2: ... probably would be a good time but I just want to give you a call to let you notice you're eligible.

Speaker speaker_1: Uh, what's, so what's the next step after that?

Speaker speaker_2: So you can either get enrolled right now or give us a call back whenever before you, and get enrolled and get coverage.

Speaker speaker_1: Can, uh, can I call you guys back? I'm, like, almost about to finish at work.

Speaker speaker_2: Yes, sir. So we're open until 5:00 PM Eastern Time.

Speaker speaker_1: 5:00 PM Eastern, okay.

Speaker speaker_2: I mean, 8:00 PM, 8:00 PM. 8:00 PM Eastern Time, sorry.

Speaker speaker_1: 8:00 PM? Okay, cool. That's fine.

Speaker speaker_2: All right.

Speaker speaker_1: All right.

Speaker speaker_2: If there's nothing else. We'll, was there anything else I can help you with-

Speaker speaker_1: No, sir.

Speaker speaker_2: All right, you have a great day, sir.

Speaker speaker_1: Uh, you too, boss. Thank you.

Speaker speaker_2: Bye-bye. No problem. Bye.