

## **Transcript: Malcolm**

**Nash-6282094188118016-5129540720869376**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, yes. So I called about a week or two ago, and I was just wondering if I could tell when my insurance will hit in. What staffing company do you work for? Uh, I work for AccuForce, Snap-on. What's the last four of your social? 9986. First name? Uh, Andrew. Last name? Uh, Taylor. All right, for security purposes, can you verify your address and date of birth for me? Yes, sir. It's, uh, 604 Northeast Street, and then my date of birth is 04-08-03. Thank you. Let me see this ... zip code as well? Oh, 37643. And the state? Uh, Tennessee, in Elizabethton, Tennessee. I should have said that. So we got your phone number, 423-278-0968? Yes, sir. So your email is andrew452taylor@gmail.com? Yes, sir. You... So it looks like you're still waiting for that first deduction to happen. Looks like you got enrolled on the 25th. It does take one to two weeks for the enrollment process. Okay, okay, okay. My bad. Yeah. Uh, I wrote... who... I can't remember who I talked to last, but he was like, "They should send you an email," but- It was him. Oh, well... But yeah, I, I didn't know, like, if they would have sent the email already. I just didn't know for sure, so I just wanted to call and make sure. Yeah. I understand. So yeah, you got enrolled on the 25th. It takes one to two weeks, and once you see that first deduction from your paycheck, and we see it in our system, that following Monday is when your coverage will become active. All right, bet. Well, thank you so much, man. You the greatest, for real. No problem, Mr. Taylor. Was there anything else I can help you with today? No, sir, that's it. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of the week, man. Yeah, you too, sir. Thank you.

### **Conversation Format**

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

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

Speaker speaker\_2: Hi, yes. So I called about a week or two ago, and I was just wondering if I could tell when my insurance will hit in.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Uh, I work for AccuForce, Snap-on.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 9986.

Speaker speaker\_1: First name?

Speaker speaker\_2: Uh, Andrew.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Uh, Taylor.

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

Speaker speaker\_2: Yes, sir. It's, uh, 604 Northeast Street, and then my date of birth is 04-08-03.

Speaker speaker\_1: Thank you. Let me see this

Speaker speaker\_3: ... zip code as well?

Speaker speaker\_2: Oh, 37643.

Speaker speaker\_3: And the state?

Speaker speaker\_2: Uh, Tennessee, in Elizabethton, Tennessee. I should have said that.

Speaker speaker\_1: So we got your phone number, 423-278-0968?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: So your email is andrew452taylor@gmail.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: You... So it looks like you're still waiting for that first deduction to happen. Looks like you got enrolled on the 25th. It does take one to two weeks for the enrollment process.

Speaker speaker\_2: Okay, okay, okay. My bad. Yeah. Uh, I wrote... who... I can't remember who I talked to last, but he was like, "They should send you an email," but-

Speaker speaker\_1: It was him.

Speaker speaker\_2: Oh, well... But yeah, I, I didn't know, like, if they would have sent the email already. I just didn't know for sure, so I just wanted to call and make sure.

Speaker speaker\_1: Yeah. I understand. So yeah, you got enrolled on the 25th. It takes one to two weeks, and once you see that first deduction from your paycheck, and we see it in our system, that following Monday is when your coverage will become active.

Speaker speaker\_2: All right, bet. Well, thank you so much, man. You the greatest, for real.

Speaker speaker\_1: No problem, Mr. Taylor. Was there anything else I can help you with today?

Speaker speaker\_2: No, sir, that's it.

Speaker speaker\_1: All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of the week, man.

Speaker speaker\_2: Yeah, you too, sir.

Speaker speaker\_1: Thank you.