

## **Transcript: Malcolm**

**Nash-6309309174169600-5071185999740928**

### **Full Transcript**

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Um, hi. Um, I got the text saying like after 30 days of working with my job, they're called to enroll in benefits. All right. What staffing company do you work for? Um, HSS. What's the last four of your social? 7136. First name? Makalya. M-A-K-A-L-Y-A. Last name? Toomer. T-O-O-M-E-R. For security purposes, can you verify your address and date of birth for me? 233 America Street, Apartment A. And then my birthday, September 6th, 2004. And I need to see your state and zip code. Hmm? I need to see your state and zip code. Oh, 29403 South Carolina. Thank you. So we got your phone number, 429-8740. Yes. And the email is makalyatoomer12@gmail.com? Yes. Thank you. Okay. So it looks like you're already enrolled in coverage. You're just waiting for the first deduction to happen. Oh, okay. All right. Well, is there anything a- So do y'all mail me a card or whatever? Go ahead. Yes, ma'am. Y'all mail me a card? So the way that it works, 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. Your ID cards are sent one to two weeks from that activation date. You said what? I said, the way that it works is 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. Your ID cards are sent one to two weeks from that activation date. Okay. Great. All right. Thank you. Was there anything else I can help you with today, Ms. Toomer? Uh, no, sir. Okay. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day. All right. You too. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Um, hi. Um, I got the text saying like after 30 days of working with my job, they're called to enroll in benefits.

Speaker speaker\_0: All right. What staffing company do you work for?

Speaker speaker\_1: Um, HSS.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 7136.

Speaker speaker\_0: First name?

Speaker speaker\_1: Makalya. M-A-K-A-L-Y-A.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Toomer. T-O-O-M-E-R.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 233 America Street, Apartment A. And then my birthday, September 6th, 2004.

Speaker speaker\_0: And I need to see your state and zip code.

Speaker speaker\_1: Hmm?

Speaker speaker\_0: I need to see your state and zip code.

Speaker speaker\_1: Oh, 29403 South Carolina.

Speaker speaker\_0: Thank you. So we got your phone number, 429-8740.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email is makalyatoomer12@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Thank you. Okay. So it looks like you're already enrolled in coverage. You're just waiting for the first deduction to happen.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: All right. Well, is there anything a-

Speaker speaker\_1: So do y'all mail me a card or whatever?

Speaker speaker\_0: Go ahead. Yes, ma'am.

Speaker speaker\_1: Y'all mail me a card?

Speaker speaker\_0: So the way that it works, 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. Your ID cards are sent one to two weeks from that activation date.

Speaker speaker\_1: You said what?

Speaker speaker\_0: I said, the way that it works is 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. Your ID cards are sent one to two weeks from that activation date.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Great.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Was there anything else I can help you with today, Ms. Toomer?

Speaker speaker\_1: Uh, no, sir.

Speaker speaker\_0: Okay. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day.

Speaker speaker\_1: All right. You too. Thank you.

Speaker speaker\_0: Thank you.