

## **Transcript: Malcolm**

**Nash-6355050632888320-5235536549691392**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm. How can I help you? Yes, uh, uh, I got a text from you all. Uh, my name is Michael Wilborn. I was calling to see what, what, what, what, what's going on, Benefits in a Card. What does that mean? What does the text message say, sir? Uh... It says, "Welcome to OnTrak Staffing. You have 30 days from first paycheck to enroll. Call Benefits in a Card." At this number. So that's an automatic text that goes out congratulating you on the job and letting you know that you have 30 days to get enrolled into the health insurance offer through OnTrak Staffing if you wanted to. Okay yes. Uh, could you enroll me on, in the dental plan, please? Is that the only plan that you, uh, interested in? Um, I think dental and, uh, how much is the, the ■... weekly? What was the staffing company again, sir? Well, what I'm gonna do, I'ma, I'ma go on the link and look at, look at everything and then I'll make a decision from there, sir. Is that fine? Yes, sir. You have 30 days from the date you receive your first paycheck. Okay. Okay. Thank you, sir. No problem. You have a great holiday, man. Thanks for calling Benefits in a Card. And you too also. Thank you. All right.

### **Conversation Format**

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

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

Speaker speaker\_2: Yes, uh, uh, I got a text from you all. Uh, my name is Michael Wilborn. I was calling to see what, what, what, what, what's going on, Benefits in a Card. What does that mean?

Speaker speaker\_1: What does the text message say, sir?

Speaker speaker\_2: Uh... It says, "Welcome to OnTrak Staffing. You have 30 days from first paycheck to enroll. Call Benefits in a Card." At this number.

Speaker speaker\_1: So that's an automatic text that goes out congratulating you on the job and letting you know that you have 30 days to get enrolled into the health insurance offer through OnTrak Staffing if you wanted to.

Speaker speaker\_2: Okay yes. Uh, could you enroll me on, in the dental plan, please?

Speaker speaker\_1: Is that the only plan that you, uh, interested in?

Speaker speaker\_2: Um, I think dental and, uh, how much is the, the ■... weekly?

Speaker speaker\_1: What was the staffing company again, sir?

Speaker speaker\_2: Well, what I'm gonna do, I'ma, I'ma go on the link and look at, look at everything and then I'll make a decision from there, sir. Is that fine?

Speaker speaker\_1: Yes, sir. You have 30 days from the date you receive your first paycheck.

Speaker speaker\_2: Okay. Okay. Thank you, sir.

Speaker speaker\_1: No problem. You have a great holiday, man. Thanks for calling Benefits in a Card.

Speaker speaker\_2: And you too also.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: All right.