

## **Transcript: Malcolm**

**Nash-6572141714128896-5848053043478528**

### **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? Yeah, good morning. How can I help you, sir? Yeah, I'm ... Ghislain Moukoko. I'm a, EEC, eCollab by Resource Agency. Yeah. They sent me some messages about coverage insurance enrollment. That's why I'm calling this number to know exactly what to do or where your address are so I can come to do it enrolled for health insurance. Sir, you want to get enrolled into the health insurance? Is that what you're saying? Yes. What, what staffing company do you work for? I'm working for e-eCollab by Resource, Resource Agencies, eCollab by Resource Agency. The last four of your Social? Yes. What's the last four of your Social? Yes. eCollab by Resource. I need the last four of your Social, sir. Yes, e- no, no. The F- Health Insurance by Resource. I under- I got your staffing company, sir. I need the last four numbers of your Social Security number so I can look up your account. Yeah. Tell me, it's not possible for me to come about there, so. You want to talk to the resource directly? Um, y- y- in your, your agency, your o- office insurance. I think it's better for me to come over there. No, sir. You would not be able to come to our office, sir. You say? We're not, we're, we're not the resource. We're Benefits in a Card. We're a plan administrator for health insurance for staffing companies. If you're trying to reach the resource, you have to call them directly. But I was getting... Don't give me the number to call. Sir, if you wa- are you wanting to get enrolled into your health insurance through that Resource Company? Yes, of course. Okay. I need the last four of your Social so I can pull up your account, sir. Okay, 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 a Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Yeah, good morning.

Speaker speaker\_1: How can I help you, sir?

Speaker speaker\_2: Yeah, I'm ... Ghislain Moukoko. I'm a, EEC, eCollab by Resource Agency. Yeah. They sent me some messages about coverage insurance enrollment. That's why I'm calling this number to know exactly what to do or where your address are so I can come to do it enrolled for health insurance.

Speaker speaker\_1: Sir, you want to get enrolled into the health insurance? Is that what you're saying?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: I'm working for e- eCollab by Resource, Resource Agencies, eCollab by Resource Agency.

Speaker speaker\_1: The last four of your Social?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: Yes. eCollab by Resource.

Speaker speaker\_1: I need the last four of your Social, sir.

Speaker speaker\_2: Yes, e- no, no. The F- Health Insurance by Resource.

Speaker speaker\_1: I under- I got your staffing company, sir. I need the last four numbers of your Social Security number so I can look up your account.

Speaker speaker\_2: Yeah. Tell me, it's not possible for me to come about there, so.

Speaker speaker\_1: You want to talk to the resource directly?

Speaker speaker\_2: Um, y- y- in your, your agency, your o- office insurance. I think it's better for me to come over there.

Speaker speaker\_1: No, sir. You would not be able to come to our office, sir.

Speaker speaker\_2: You say?

Speaker speaker\_1: We're not, we're, we're not the resource. We're Benefits in a Card. We're a plan administrator for health insurance for staffing companies. If you're trying to reach the resource, you have to call them directly.

Speaker speaker\_2: But I was getting... Don't give me the number to call.

Speaker speaker\_1: Sir, if you wa- are you wanting to get enrolled into your health insurance through that Resource Company?

Speaker speaker\_2: Yes, of course.

Speaker speaker\_1: Okay. I need the last four of your Social so I can pull up your account, sir.

Speaker speaker\_2: Okay, thank you.