

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi. Um, I'm just looking to enroll on my coverage but there's an alert on my account that says enrollment not allowed and to call this number. What staffing company do you work for? Creative Circle. All right. What's the last four of your social? I mean, last four of your social? Eight, eight, seven, three. First name? John. How do you spell that? How do you spell your first name? Uh, J-O-H-N. Last name? Kenney. K-E-N-N-E-Y. You mind if I put you on a brief hold? Yep, that's fine. Thank you. All right, Mr. John, for security purposes can you verify your address and date of birth for me? Yeah. It's 627 Polk Street Northeast, Minneapolis, Minnesota, 55413 and my date of birth is January 8th, 1997. Thank you. So we got your phone number, 314-608-4790? Yep. And your email is johnrkenneydesign@gmail.com? Yep. Thank you. Right, so I see they're not allowing you to get enrolled because you have multiple hire dates in the system. So what I'm gonna have to do, I'm gonna have to send an email to get eligibility reviewed. Typically it takes 48... I mean, 24-48 hours, but once we hear back from them, I'll give you a call back and let you know if you're eligible to get enrolled or not. Okay. Sounds good. All right. Well, is there anything else I can help you with today, Mr. John? Nope, that was all. Great. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Thank you. You too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hi. Um, I'm just looking to enroll on my coverage but there's an alert on my account that says enrollment not allowed and to call this number.

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

Speaker speaker\_1: Creative Circle.

Speaker speaker\_0: All right. What's the last four of your social? I mean, last four of your social?

Speaker speaker\_1: Eight, eight, seven, three.

Speaker speaker\_0: First name?

Speaker speaker\_1: John.

Speaker speaker\_0: How do you spell that? How do you spell your first name?

Speaker speaker\_1: Uh, J-O-H-N.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Kenney. K-E-N-N-E-Y.

Speaker speaker\_0: You mind if I put you on a brief hold?

Speaker speaker\_1: Yep, that's fine.

Speaker speaker\_0: Thank you. All right, Mr. John, for security purposes can you verify your address and date of birth for me?

Speaker speaker\_1: Yeah. It's 627 Polk Street Northeast, Minneapolis, Minnesota, 55413 and my date of birth is January 8th, 1997.

Speaker speaker\_0: Thank you. So we got your phone number, 314-608-4790?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And your email is johnrkenneydesign@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Thank you. Right, so I see they're not allowing you to get enrolled because you have multiple hire dates in the system. So what I'm gonna have to do, I'm gonna have to send an email to get eligibility reviewed. Typically it takes 48... I mean, 24-48 hours, but once we hear back from them, I'll give you a call back and let you know if you're eligible to get enrolled or not.

Speaker speaker\_1: Okay. Sounds good.

Speaker speaker\_0: All right. Well, is there anything else I can help you with today, Mr. John?

Speaker speaker\_1: Nope, that was all.

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

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Thank you.