

Transcript: Malcolm

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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? I got a missed call from this number. Did they leave you a voicemail? I got a missed call from this number. Did they leave you a voicemail, ma'am? They said something about... Yeah, it's about do I need faster employment or something like that. Enrollment or something like that. So it's probably an automatic call letting you know. You can get enrolled into the health insurance offered through Doorway. Okay. I didn't know that. So how do I do that? I can get you enrolled over the phone or you can go online. Um, I'ma have to do it online 'cause I'm at work now and I only have a 10-minute break, so I don't know how long that's gonna take. So- So we're open. We're open till 8:00 PM Eastern Time. Okay. Well I usually start at 11, but I can call on my lunch break and I'll... At 7, that's 20 minutes. I think that'll be long enough. All right. W- was there anything else I can help you with today, ma'am? No, that was all. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day. You too. See you. Bye. All that paper work took me a while to fill out, girl, let me tell 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: I got a missed call from this number.

Speaker speaker_1: Did they leave you a voicemail?

Speaker speaker_2: I got a missed call from this number.

Speaker speaker_1: Did they leave you a voicemail, ma'am?

Speaker speaker_2: They said something about... Yeah, it's about do I need faster employment or something like that. Enrollment or something like that.

Speaker speaker_1: So it's probably an automatic call letting you know. You can get enrolled into the health insurance offered through Doorway.

Speaker speaker_2: Okay. I didn't know that. So how do I do that?

Speaker speaker_1: I can get you enrolled over the phone or you can go online.

Speaker speaker_2: Um, I'ma have to do it online 'cause I'm at work now and I only have a 10-minute break, so I don't know how long that's gonna take. So-

Speaker speaker_1: So we're open. We're open till 8:00 PM Eastern Time.

Speaker speaker_2: Okay. Well I usually start at 11, but I can call on my lunch break and I'll... At 7, that's 20 minutes. I think that'll be long enough.

Speaker speaker_1: All right. W- was there anything else I can help you with today, ma'am?

Speaker speaker_2: No, that was all.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker_2: You too.

Speaker speaker_1: See you.

Speaker speaker_2: Bye.

Speaker speaker_3: All that paper work took me a while to fill out, girl, let me tell you.