Transcript: Malcolm Nash-6676509382197248-4810626338701312

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? Hi. I'm pretty sure that I enrolled, but is there any way I can double check? I did it through the link that I was sent but, it's not letting me log in, so I just want to make sure that I am fully enrolled. What staffing company do you work for? Um, Subaru through Morales Group. What's the last four of your Social? Um, 8540. Say that one more time. 8540. First name? Mackenzie. Last name? Todd. For security purposes, can you verify your address and date of birth for me? Um, I recently just moved, so I'm not sure if the address is correct, but it would either be 414 West Harrison Street, Readersburg, Indiana or 1459 West Oakhill Road, Crawfordsville, Indiana. And then birthday, 4-26-2004. Thank you. Let's see, we got your phone number as 765-401-6389? Yes. And your email is mackenzietodd@icloud.com? Yes. Thank you. So yeah, it looks like you got enrolled. You're just waiting for that first deduction to happen. Okay, perfect. Thank you so much. Is it... Do you know how I could log in and see that from my... Like does it tell you what my user ID is by chance? No ma'am. I'm just able to see what you're enrolled in. Um, your staffing company should have been... Did they provide you with your login information? Um, they had me just register through a link and so that's what I did, but I had trouble live logging in. But, um, I'll call them and talk to them about that. All right. Well, was there anything else I can help you? What's your name, Ms. Todd? Nope. I just wanted to double check and make sure I was all enrolled. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Take care.

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: Hi. I'm pretty sure that I enrolled, but is there any way I can double check? I did it through the link that I was sent but, it's not letting me log in, so I just want to make sure that I am fully enrolled.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Um, Subaru through Morales Group.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: Um, 8540.

Speaker speaker_1: Say that one more time.

Speaker speaker_2: 8540.

Speaker speaker_1: First name?

Speaker speaker_2: Mackenzie.

Speaker speaker_1: Last name?

Speaker speaker_2: Todd.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Um, I recently just moved, so I'm not sure if the address is correct, but it would either be 414 West Harrison Street, Readersburg, Indiana or 1459 West Oakhill Road, Crawfordsville, Indiana. And then birthday, 4-26-2004.

Speaker speaker_1: Thank you. Let's see, we got your phone number as 765-401-6389?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is mackenzietodd@icloud.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So yeah, it looks like you got enrolled. You're just waiting for that first deduction to happen.

Speaker speaker_2: Okay, perfect. Thank you so much. Is it... Do you know how I could log in and see that from my... Like does it tell you what my user ID is by chance?

Speaker speaker_1: No ma'am. I'm just able to see what you're enrolled in. Um, your staffing company should have been... Did they provide you with your login information?

Speaker speaker_2: Um, they had me just register through a link and so that's what I did, but I had trouble live logging in. But, um, I'll call them and talk to them about that.

Speaker speaker_1: All right. Well, was there anything else I can help you? What's your name, Ms. Todd?

Speaker speaker_2: Nope. I just wanted to double check and make sure I was all enrolled.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Take care.