

## **Transcript: Malcolm**

**Nash-6753538636300288-5516566043344896**

### **Full Transcript**

Thanks for calling Benefits in a Card. How you doing today? Uh, my name is Devin Cozart. Uh, I'm a part of a company called Partners Personnel, and I asked them if, uh, if they had any, uh, medical coverage under the u- under them, and they gave me you guys' number. And, um, I'm trying to figure out how I can, uh, be able to acquire. What's the last four of your social, sir? Uh, 1667. First name? Uh, Devin. D-E-V-I-N. Last name? Uh, Cozart. C-O-Z-A-R-T. And for security purposes can you verify your address and date of birth for me? Uh, 988 East 178th Street, and June 3rd, 1993. And your city, state, and zip code as well? Uh, 44119. And your city and state? Uh, I'm sorry, Cleveland, Ohio. Thank you. So we got your phone number, 216-299-9791? Yes, sir. And the email is devcozartv@gmail.com? Yes, sir. Thank you. Okay. So it looks like I'ma have to do a eligibility review so I can get you enrolled because you had multiple hire dates in the system. Okay. It does take 24 to 48 hours for the review. Once we hear back from them, I'll give you a call back and let you know if you're eligible to get enrolled. All right. No problem. Thank you. No problem. Bye. Like this?

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in a Card.

Speaker speaker\_1: How you doing today? Uh, my name is Devin Cozart. Uh, I'm a part of a company called Partners Personnel, and I asked them if, uh, if they had any, uh, medical coverage under the u- under them, and they gave me you guys' number. And, um, I'm trying to figure out how I can, uh, be able to acquire.

Speaker speaker\_0: What's the last four of your social, sir?

Speaker speaker\_1: Uh, 1667.

Speaker speaker\_0: First name?

Speaker speaker\_1: Uh, Devin. D-E-V-I-N.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Uh, Cozart. C-O-Z-A-R-T.

Speaker speaker\_0: And for security purposes can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, 988 East 178th Street, and June 3rd, 1993.

Speaker speaker\_0: And your city, state, and zip code as well?

Speaker speaker\_1: Uh, 44119.

Speaker speaker\_0: And your city and state?

Speaker speaker\_1: Uh, I'm sorry, Cleveland, Ohio.

Speaker speaker\_0: Thank you. So we got your phone number, 216-299-9791?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email is devcozartv@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you. Okay. So it looks like I'ma have to do a eligibility review so I can get you enrolled because you had multiple hire dates in the system.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It does take 24 to 48 hours for the review. Once we hear back from them, I'll give you a call back and let you know if you're eligible to get enrolled.

Speaker speaker\_1: All right. No problem. Thank you.

Speaker speaker\_0: No problem. Bye.

Speaker speaker\_2: Like this?