Transcript: Malcolm Nash-4521400990744576-5476114842566656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is ... I'm not gonna help you. I, I am calling because I need to add my husband, uh, to my benefits and, um, uh, I, I spoke with someone earlier that actually called, uh, to help me do that. Uh, but I didn't have the SSN on me, but I do now, so that's why I'm calling. If you can help me, please? And I'm not able to do this online on the website because it gives me an error. What staff and company do you work for? I work for Creative Circle. So last four of your Social? Five, seven, seven, zero. First name? Ravneet. R-A-V-N-E-E-T. Okay. For security purposes, can you verify your address and date of birth for me? Yes. It's, um, address is 180 Fearing Street, E as in echo, 14, Amherst, Massachusetts, 01002. And my date of birth is June 1st, 1981. Thank you. Yeah. Okay. So let's see. So you have the dental, the life insurance and the vision for you and your spouse? Yes. That's right. All right. So it looks like two attempts have been re- there've been two attempts to try to get you. Yeah. I, I got a call, like, 15 minutes ago as well. Um, I couldn't answer it because I'm at work, and then someone called me, I think, last week they called me. And, uh, I was at work, but I didn't have a Social Security number and I tried to do it at... So I went back home and tried to do this online, uh, through the, the web portal. But it... The whole page errored out when I, um- All right. ... checked on, added a dependent. Yeah. Okay. So I'm ready for the information whenever you are. I'm, I'm sorry. What's that? I just need... I'm ready for your information. Just need first name, last name, Social Security and your date of birth. Okay. Uh, my information or my spouse's? Your spouse's information. My spouse's , okay. All right. His first name is Juan. J-U-A-N and his- Last name? Last n- he has two last names, so it's Rojas. R-O-J-A-S space Lopez. L-O-P-E-Z. Did you say R-O-J-A-S Lopez? Yes. R-O-J-A-S- R-O-J-A-S. ... Lopez. His Social is 645-77-2204. Just to confirm, you said 645-77-2204? Yes. That's right. And the date of birth? January 21st, 1981. Thank you. And will he also be your beneficiary for your life insurance policy? Uh, sure. Yeah. Thank you. All right. I got that updated for you. Thank you. No problem. I really appreciate it. No problem. Is there anything else today? Is there any- I go ahead? Um, no. Is there anything else that you need from me to get this started? Are we all set? No. No, ma'am. So the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, then the following Monday is when your coverage will become active. Your ID cards will take one to two weeks for the activation date. Okay. Well, actually it looks like your coverage, uh, became active today, but now it's changing, so it does take one to two weeks for those changes- Okay. ... to happen. Sounds good. I appreciate it. Thank you. No problem. Was there anything else I can help you with today? M- how do you pronounce your last name? Marwah? Marwah? Marwaha. Yeah. Marwaha? It's a lot of A's. Marwaha. Yeah. Are you still good? Uh, no. I'm all set. I'm, I'm good. Thank you very much. No problem. Thanks for calling Benefits in the Car. I

hope you have a great rest of your week. All right. You too. Thanks. Bye. Yeah. Bye.

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 Car. This is ... I'm not gonna help you.

Speaker speaker_2: I, I am calling because I need to add my husband, uh, to my benefits and, um, uh, I, I spoke with someone earlier that actually called, uh, to help me do that. Uh, but I didn't have the SSN on me, but I do now, so that's why I'm calling. If you can help me, please? And I'm not able to do this online on the website because it gives me an error.

Speaker speaker_1: What staff and company do you work for?

Speaker speaker_2: I work for Creative Circle.

Speaker speaker_1: So last four of your Social?

Speaker speaker_2: Five, seven, seven, zero.

Speaker speaker_1: First name?

Speaker speaker_2: Ravneet. R-A-V-N-E-E-T.

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

Speaker speaker_2: Yes. It's, um, address is 180 Fearing Street, E as in echo, 14, Amherst, Massachusetts, 01002. And my date of birth is June 1st, 1981.

Speaker speaker_1: Thank you.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So let's see. So you have the dental, the life insurance and the vision for you and your spouse?

Speaker speaker_2: Yes. That's right.

Speaker speaker_1: All right. So it looks like two attempts have been re- there've been two attempts to try to get you.

Speaker speaker_2: Yeah. I, I got a call, like, 15 minutes ago as well. Um, I couldn't answer it because I'm at work, and then someone called me, I think, last week they called me. And, uh, I was at work, but I didn't have a Social Security number and I tried to do it at... So I went back home and tried to do this online, uh, through the, the web portal. But it... The whole page errored out when I, um-

Speaker speaker_1: All right.

Speaker speaker_2: ... checked on, added a dependent. Yeah.

Speaker speaker_1: Okay. So I'm ready for the information whenever you are.

Speaker speaker_2: I'm, I'm sorry. What's that?

Speaker speaker_1: I just need... I'm ready for your information. Just need first name, last name, Social Security and your date of birth.

Speaker speaker_2: Okay. Uh, my information or my spouse's?

Speaker speaker_1: Your spouse's information.

Speaker speaker_2: My spouse's , okay. All right. His first name is Juan. J-U-A-N and his-

Speaker speaker_1: Last name?

Speaker speaker_2: Last n- he has two last names, so it's Rojas. R-O-J-A-S space Lopez. L-O-P-E-Z.

Speaker speaker_1: Did you say R-O-J-A-S Lopez?

Speaker speaker_2: Yes. R-O-J-A-S-

Speaker speaker_1: R-O-J-A-S.

Speaker speaker_2: ... Lopez. His Social is 645-77-2204.

Speaker speaker_1: Just to confirm, you said 645-77-2204?

Speaker speaker_2: Yes. That's right.

Speaker speaker_1: And the date of birth?

Speaker speaker_2: January 21st, 1981.

Speaker speaker_1: Thank you. And will he also be your beneficiary for your life insurance policy?

Speaker speaker_2: Uh, sure. Yeah.

Speaker speaker_1: Thank you. All right. I got that updated for you.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: I really appreciate it.

Speaker speaker_1: No problem. Is there anything else today?

Speaker speaker_2: Is there any-

Speaker speaker_1: I go ahead?

Speaker speaker_2: Um, no. Is there anything else that you need from me to get this started? Are we all set?

Speaker speaker_1: No. No, ma'am. So the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, then the following Monday is when your coverage will become active. Your ID cards will take one to two weeks for the activation date.

Speaker speaker_2: Okay.

Speaker speaker_1: Well, actually it looks like your coverage, uh, became active today, but now it's changing, so it does take one to two weeks for those changes-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to happen.

Speaker speaker_2: Sounds good. I appreciate it. Thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today? M- how do you pronounce your last name? Marwah? Marwah?

Speaker speaker_2: Marwaha. Yeah.

Speaker speaker_1: Marwaha?

Speaker speaker_2: It's a lot of A's. Marwaha. Yeah.

Speaker speaker_1: Are you still good?

Speaker speaker_2: Uh, no. I'm all set. I'm, I'm good. Thank you very much.

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

Speaker speaker_2: All right. You too. Thanks. Bye.

Speaker speaker_1: Yeah. Bye.