

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 Car. This is Malcolm. How can I help you? Yeah, I was wondering, um, I work in Bardstown at Crown Staffing. Do you guys offer any, uh, life insurance for part-time people? Yes, sir. Let me see. You do? Let me see. I only work about two days a week. Yes, sir. They offer life insurance. It'd be \$1.92, I mean, \$1.99 a week. And that's \$1.99 a week? Yes, sir. Uh, so that'd be \$8 or \$9 a month? So that'd be two, four, six, eight, yeah, about \$9, \$10 a month. Okay. Hey, uh, and they just take that right out of your check weekly, right? Yes, sir. Yes, sir. Okay, what are we looking at here? What, how much money or whatever? I mean- So it'd be a total- ... the benefits. ... it'd be only \$1.99 a week, and it's taken automatically out of your paycheck. Are you asking how much- Well, I, what, what's the coverage? I mean, what's the, you know, the... Right. Well, I need to s- before I can pay you, I need to pull up your account. What's the last four of your Social? Uh, let me see. Uh, 5825. First name? Robert. Last name? Harper, H-A-R-P-E-R. All right, for security purposes, can you verify your address and date of birth for me? Uh, 306 Mallard Point, Willisburg, Kentucky. Uh, my birthdate is 01/06/'57. Okay, you see we got your phone number at 612-1317? Yes. And the email is rj85776@yahoo.com? Yes, it's all... rjh is all small letters. Thank you. So it looks like it's \$20,000. A \$20,000 life insurance policy? Yes, sir. Okay. Uh, where, where are you located at? We are in South Carolina. Oh, South Carolina? Okay. Mm-hmm. Uh, and how long... I guess my question, that's a \$20,000, uh, how long before you could, th-, you know, if you keel over tomorrow w- it may... For how long do I have to wait? So you're, if you got enrolled today, your coverage wouldn't become active until January 6th of next year 'cause you're not in- Oh, yeah. You're not in your personal open enrollment period, and you're getting enrolled during the open enrollment. Okay, so the open enrollment's, what'd you say, January 6th? Yes, sir. That's when your coverage should become active. Okay. I- it becomes active that day for \$20,000? Yes, sir. Okay. Yes, sir. Can I, can I go ahead and sign up for that? Yes, sir. Was there anything else that you, you, you're interested in? No, just basically the life insurance policy. All right, so your total will be \$1.99. Do you authorize your employer to make these deductions? Yes. All right. Next I need you to just- Well, you guys- Oh, go ahead. What? You guys, I mean, you'd take it right out of my check, right? Yes, sir. It'd be deducted weekly automatically. Yes, \$1.99. Okay. All right, so I do need a beneficiary. I need a first name, last name, and their relationship to you. Oh, Catherine, that's with a C, C-A-T-H-E-R-I-N-E, I believe. Catherine Harper, H-A-R-P-E-R, my wife. Thank you. What's that? I just said thank you. All right. Well, is there anything else that I can help you with today, Mr. Harper? Um, now will you send me some papers on that or anything? Uh, I can send you the benefits guide. Yes, if you would, please send me whatever you, you know, you normally send. What insurer or life insurance company is that? American Public Life. American Public

Life, okay. Would you send me all the information you got on it? So yeah, I'll send you the benefits guide, and the benefits guide will have all the information. Okay, good. All right. Well, I guess that's all I need then. I just- Yeah. ... I don't have an, I don't have any life insurance, and I just feel like I should get some, you know? I understand. Okay. All righty. Well, thank you much. No problem, Mr. Robert. I just sent that benefits guide to your email as well. Okay. All righty. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Okay. Thank you. Bye. 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 Malcolm. How can I help you?

Speaker speaker_2: Yeah, I was wondering, um, I work in Bardstown at Crown Staffing. Do you guys offer any, uh, life insurance for part-time people?

Speaker speaker_1: Yes, sir. Let me see.

Speaker speaker_2: You do?

Speaker speaker_1: Let me see.

Speaker speaker_2: I only work about two days a week.

Speaker speaker_1: Yes, sir. They offer life insurance. It'd be \$1.92, I mean, \$1.99 a week.

Speaker speaker_2: And that's \$1.99 a week?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, so that'd be \$8 or \$9 a month?

Speaker speaker_1: So that'd be two, four, six, eight, yeah, about \$9, \$10 a month.

Speaker speaker_2: Okay. Hey, uh, and they just take that right out of your check weekly, right?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_2: Okay, what are we looking at here? What, how much money or whatever? I mean-

Speaker speaker_1: So it'd be a total-

Speaker speaker_2: ... the benefits.

Speaker speaker_1: ... it'd be only \$1.99 a week, and it's taken automatically out of your paycheck. Are you asking how much-

Speaker speaker_2: Well, I, what, what's the coverage? I mean, what's the, you know, the...

Speaker speaker_1: Right. Well, I need to s- before I can pay you, I need to pull up your account. What's the last four of your Social?

Speaker speaker_2: Uh, let me see. Uh, 5825.

Speaker speaker_1: First name?

Speaker speaker_2: Robert.

Speaker speaker_1: Last name?

Speaker speaker_2: Harper, H-A-R-P-E-R.

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

Speaker speaker_2: Uh, 306 Mallard Point, Willisburg, Kentucky. Uh, my birthdate is 01/06/'57.

Speaker speaker_1: Okay, you see we got your phone number at 612-1317?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is rj85776@yahoo.com?

Speaker speaker_2: Yes, it's all... rjh is all small letters.

Speaker speaker_1: Thank you. So it looks like it's \$20,000.

Speaker speaker_2: A \$20,000 life insurance policy?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Uh, where, where are you located at?

Speaker speaker_1: We are in South Carolina.

Speaker speaker_2: Oh, South Carolina? Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, and how long... I guess my question, that's a \$20,000, uh, how long before you could, th-, you know, if you keel over tomorrow w- it may... For how long do I have to wait?

Speaker speaker_1: So you're, if you got enrolled today, your coverage wouldn't become active until January 6th of next year 'cause you're not in-

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: You're not in your personal open enrollment period, and you're getting enrolled during the open enrollment.

Speaker speaker_2: Okay, so the open enrollment's, what'd you say, January 6th?

Speaker speaker_1: Yes, sir. That's when your coverage should become active.

Speaker speaker_2: Okay. I- it becomes active that day for \$20,000?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Can I, can I go ahead and sign up for that?

Speaker speaker_1: Yes, sir. Was there anything else that you, you, you're interested in?

Speaker speaker_2: No, just basically the life insurance policy.

Speaker speaker_1: All right, so your total will be \$1.99. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Next I need you to just-

Speaker speaker_2: Well, you guys-

Speaker speaker_1: Oh, go ahead.

Speaker speaker_2: What? You guys, I mean, you'd take it right out of my check, right?

Speaker speaker_1: Yes, sir. It'd be deducted weekly automatically.

Speaker speaker_2: Yes, \$1.99. Okay.

Speaker speaker_1: All right, so I do need a beneficiary. I need a first name, last name, and their relationship to you.

Speaker speaker_2: Oh, Catherine, that's with a C, C-A-T-H-E-R-I-N-E, I believe. Catherine Harper, H-A-R-P-E-R, my wife.

Speaker speaker_1: Thank you.

Speaker speaker_2: What's that?

Speaker speaker_1: I just said thank you. All right. Well, is there anything else that I can help you with today, Mr. Harper?

Speaker speaker_2: Um, now will you send me some papers on that or anything?

Speaker speaker_1: Uh, I can send you the benefits guide.

Speaker speaker_2: Yes, if you would, please send me whatever you, you know, you normally send. What insurer or life insurance company is that?

Speaker speaker_1: American Public Life.

Speaker speaker_2: American Public Life, okay. Would you send me all the information you got on it?

Speaker speaker_1: So yeah, I'll send you the benefits guide, and the benefits guide will have all the information.

Speaker speaker_2: Okay, good. All right. Well, I guess that's all I need then. I just-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... I don't have an, I don't have any life insurance, and I just feel like I should get some, you know?

Speaker speaker_1: I understand.

Speaker speaker_2: Okay. All righty. Well, thank you much.

Speaker speaker_1: No problem, Mr. Robert. I just sent that benefits guide to your email as well.

Speaker speaker_2: Okay. All righty. Thank you.

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: Okay. Thank you. Bye.

Speaker speaker_1: Bye.