

Transcript: Malcolm

Nash-4761320837038080-5461711354544128

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? Um, my... Sorry, uh, I have an employee who is trying to register for BIC and it said he has to call this number. It's right here. Thank you. Was he... Is there a reason he... That you're speaking for him? It says, "Enrollment is not allowed. Please call our contact center at a phone number for any changes." So is there a reason you're speaking for him? 'Cause if he's the one we didn't count with, we'll have to look it up for him. Yeah. My name is Abraham Wright and I was having trouble with the BIC enrollment. I actually, um, I think I spoke with y'all like the day before yesterday and she put in some type of, uh, alert saying that she would be able to, uh, log me in. But I think I missed y'all call. On track? What's the last four of your social? 1909. You say Abraham Wright? Yes. All right. For security purposes, can you verify your address and date of birth for me? Uh, 1004 Geneva Tuskegee, Alabama, 8/29/97. Thank you. So we got your phone number 229-314-2290? Yes. And your email is abrahamwright11@yahoo.com? Yes. Thank you. All right. So you want to get enrolled into the coverage? Yes. Just the, uh, dental. For the dental. That's it, just the dental? Yes. All right. So the dental will be \$3.63 that will be deducted weekly. Do you authorize your employer to make these deductions? Yes. Mm-hmm. Okay. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. The ID card is sent one to two weeks after the activation date. Okay. Right. Was there anything else I can help you with today, Mr. Wright? Authorization code or? Is there a authorization code? No, sir. No? Okay. All right. Thank you. All right. Thank you. No problem. Y'all have a great weekend. You as well. Thank 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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Um, my... Sorry, uh, I have an employee who is trying to register for BIC and it said he has to call this number. It's right here.

Speaker speaker_1: Thank you. Was he... Is there a reason he... That you're speaking for him?

Speaker speaker_2: It says, "Enrollment is not allowed. Please call our contact center at a phone number for any changes."

Speaker speaker_1: So is there a reason you're speaking for him? 'Cause if he's the one we didn't count with, we'll have to look it up for him.

Speaker speaker_3: Yeah. My name is Abraham Wright and I was having trouble with the BIC enrollment. I actually, um, I think I spoke with y'all like the day before yesterday and she put in some type of, uh, alert saying that she would be able to, uh, log me in. But I think I missed y'all call. On track?

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

Speaker speaker_3: 1909.

Speaker speaker_1: You say Abraham Wright?

Speaker speaker_3: Yes.

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

Speaker speaker_3: Uh, 1004 Geneva Tuskegee, Alabama, 8/29/97.

Speaker speaker_1: Thank you. So we got your phone number 229-314-2290?

Speaker speaker_3: Yes.

Speaker speaker_1: And your email is abrahamwright11@yahoo.com?

Speaker speaker_3: Yes.

Speaker speaker_1: Thank you. All right. So you want to get enrolled into the coverage?

Speaker speaker_3: Yes. Just the, uh, dental. For the dental.

Speaker speaker_1: That's it, just the dental?

Speaker speaker_3: Yes.

Speaker speaker_1: All right. So the dental will be \$3.63 that will be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_3: Yes.

Speaker speaker_1: Mm-hmm. Okay. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. The ID card is sent one to two weeks after the activation date.

Speaker speaker_3: Okay.

Speaker speaker_1: Right. Was there anything else I can help you with today, Mr. Wright?

Speaker speaker_2: Authorization code or?

Speaker speaker_3: Is there a authorization code?

Speaker speaker_1: No, sir.

Speaker speaker_2: No? Okay. All right. Thank you.

Speaker speaker_3: All right. Thank you.

Speaker speaker_1: No problem. Y'all have a great weekend.

Speaker speaker_3: You as well.

Speaker speaker_1: Thank you.