

## Transcript: Malcolm

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### Full Transcript

... benefits in a car. This is Malcolm. How can I help you? Hi, my name is DeAndre Brown. I was trying to see if I'm still... if I still have insurance through y'all? What staffing company do you work for? Uh, Surge. Surge Staffing. What's the last four of your social? 4039. Say that one more time? 4039. First name? Brown, like the color. That's your first name? DeAndre. Might be benefits in a car. Okay. So just to verify address and date of birth for me. 114 Turquoise Drive, 6-4-2000. And your city state zip code. 29360, uh, Lawrence, South Carolina. Yeah. Socials that you still have active coverage. So you want me to verify that you have insurance before I make an appointment? Mm-hmm. Are you 100% sure you have insurance before I make an appointment? Yes, ma'am. Okay. So I'm just going to have a seat, and then once you verify that you do have anything... I mean, that you do have dental insurance- Yes, ma'am. ... um, from that company, and I... you know, but I, I don't want to start a fee if- I get what you're saying, yes. ... that's not what you want to do. Yeah, that's what I have. Okay. Okay. Oh, that's fine, sir. What did you say? Well, the insurance is you still have active coverage. I do? Yes, sir. Okay. Um, so it's... is it dental? Is it dental? No, sir. The only plan that you have is the preventative care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That does not include dental. Could I add dental? No, sir, because you're outside of your personal open enrollment window. At this point, you have to wait until a company open enrollment period where you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing a customer from another carrier. Okay, I appreciate it, man. No problem, Mr. Brown. Was there anything else I can help you with today? No, man. That is... I mean, no, sir. That'll be all. If there's nothing else, then it's the benefits and the card over here. Have a great rest of your week. Thank you. You, too. Thank you.

### Conversation Format

Speaker speaker\_0: ... benefits in a car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi, my name is DeAndre Brown. I was trying to see if I'm still... if I still have insurance through y'all?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Uh, Surge. Surge Staffing.

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

Speaker speaker\_1: 4039.

Speaker speaker\_0: Say that one more time?

Speaker speaker\_1: 4039.

Speaker speaker\_0: First name?

Speaker speaker\_1: Brown, like the color.

Speaker speaker\_0: That's your first name?

Speaker speaker\_1: DeAndre.

Speaker speaker\_0: Might be benefits in a car.

Speaker speaker\_2: Okay. So just to verify address and date of birth for me.

Speaker speaker\_1: 114 Turquoise Drive, 6-4-2000.

Speaker speaker\_0: And your city state zip code.

Speaker speaker\_1: 29360, uh, Lawrence, South Carolina.

Speaker speaker\_0: Yeah. Socials that you still have active coverage.

Speaker speaker\_2: So you want me to verify that you have insurance before I make an appointment?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Are you 100% sure you have insurance before I make an appointment?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_2: Okay. So I'm just going to have a seat, and then once you verify that you do have anything... I mean, that you do have dental insurance-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: ... um, from that company, and I... you know, but I, I don't want to start a fee if-

Speaker speaker\_1: I get what you're saying, yes.

Speaker speaker\_2: ... that's not what you want to do.

Speaker speaker\_1: Yeah, that's what I have.

Speaker speaker\_2: Okay. Okay.

Speaker speaker\_1: Oh, that's fine, sir. What did you say?

Speaker speaker\_0: Well, the insurance is you still have active coverage.

Speaker speaker\_1: I do?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Um, so it's... is it dental? Is it dental?

Speaker speaker\_0: No, sir. The only plan that you have is the preventative care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. That does not include dental.

Speaker speaker\_1: Could I add dental?

Speaker speaker\_0: No, sir, because you're outside of your personal open enrollment window. At this point, you have to wait until a company open enrollment period where you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing a customer from another carrier.

Speaker speaker\_1: Okay, I appreciate it, man.

Speaker speaker\_0: No problem, Mr. Brown. Was there anything else I can help you with today?

Speaker speaker\_1: No, man. That is... I mean, no, sir. That'll be all.

Speaker speaker\_0: If there's nothing else, then it's the benefits and the card over here. Have a great rest of your week.

Speaker speaker\_1: Thank you. You, too.

Speaker speaker\_0: Thank you.