

## **Transcript: Malcolm**

**Nash-5096170133078016-6562144745111552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card, this is Malcolm, how can I help you? I would like to enroll in benefits. What staffing company do you work for? Oxford Staffing. The last four of your Social. 9466. First name? Reyna. Last name? Arnold. For security purposes, can you verify your address and date of birth for me? 1515 Glendomar Boulevard, Pacifica, California, 94044, 944, yeah. And then, uh, date of birth, 8/30/1969. Thank you. So we got your phone number at 315-7498. Correct. And your email is corena@yahoo.com? Correct. And what type of coverage were you looking to get enrolled into? What were my options again? I just went blank and I wrote it down because I don't have it. So we offer you medical, dental, short-term disability, life insurance, vision and preventative care. Um, medical, dental, um, preventative care, and vision. Okay. So for medical they offer you two different plans, Intra Plus Basic and Intra Plus Enhanced. They both cover doctors, hospitals and prescriptions, the only difference between the two is the Enhanced covers more when it comes to hospital benefits. Enhanced, please. Right. So with those four plans selected, your total will be \$47.07. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, I do. Thank you. Are you aware that these coverage won't become an- active until January? Yes, I am. Great. All right. So, oh, the enrollment process will take one to two weeks. Then like 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. If you wanted, uh, you know, a physical version of your medical card, you'll want to call and request it once your coverage becomes active. Otherwise this one's going to be an email. And if you needed a digital copy, once your coverage is active, I would recommend calling that Thursday or Friday to see if we can get that sent to you. Awesome. Wonderful. Thank you. No problem, Ms. Arnold. Was there anything else I could help you with today? No, you have made my entire day. Thank you very much. No problem. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day. You as well. Thank you. Bye. 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 a Card, this is Malcolm, how can I help you?

Speaker speaker\_2: I would like to enroll in benefits.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Oxford Staffing.

Speaker speaker\_1: The last four of your Social.

Speaker speaker\_2: 9466.

Speaker speaker\_1: First name?

Speaker speaker\_2: Reyna.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Arnold.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 1515 Glendomar Boulevard, Pacifica, California, 94044, 944, yeah. And then, uh, date of birth, 8/30/1969.

Speaker speaker\_1: Thank you. So we got your phone number at 315-7498.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is corena@yahoo.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And what type of coverage were you looking to get enrolled into?

Speaker speaker\_2: What were my options again? I just went blank and I wrote it down because I don't have it.

Speaker speaker\_1: So we offer you medical, dental, short-term disability, life insurance, vision and preventative care.

Speaker speaker\_2: Um, medical, dental, um, preventative care, and vision.

Speaker speaker\_1: Okay. So for medical they offer you two different plans, Intra Plus Basic and Intra Plus Enhanced. They both cover doctors, hospitals and prescriptions, the only difference between the two is the Enhanced covers more when it comes to hospital benefits.

Speaker speaker\_2: Enhanced, please.

Speaker speaker\_1: Right. So with those four plans selected, your total will be \$47.07. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_2: Yes, I do.

Speaker speaker\_1: Thank you. Are you aware that these coverage won't become an- active until January?

Speaker speaker\_2: Yes, I am.

Speaker speaker\_1: Great. All right. So, oh, the enrollment process will take one to two weeks. Then like 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. If you wanted, uh, you know, a physical version of your medical card, you'll want to call and request it once your coverage becomes active. Otherwise this one's going to be an email. And if you needed a digital copy, once your coverage is active, I would recommend calling that Thursday or Friday to see if we can get that sent to you.

Speaker speaker\_2: Awesome. Wonderful. Thank you.

Speaker speaker\_1: No problem, Ms. Arnold. Was there anything else I could help you with today?

Speaker speaker\_2: No, you have made my entire day. Thank you very much.

Speaker speaker\_1: No problem. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your day.

Speaker speaker\_2: You as well. Thank you. Bye.

Speaker speaker\_1: Thank you.