

## Transcript: Malcolm

Nash-5302361836699648-6296551689240576

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. I'm calling to enroll in benefits. What staffing company do you work for? I work for Oxford. The last four of your Social? 9155. First name? Kevin. Last name? Luddy, L-U-D-D-Y. All right, for security purposes, can you verify your address and date of birth for me? Sure. The address is 3217 Zenith Way, Castle Hayne, North Carolina 28429. And you needed my Social? Date of birth? Date of birth, 8/20/65. Thank you. So we got a good phone number, 443-805-7408? Yes. And a good email is luddy.kevin@gmail.com? Yes. Thank you. Okay. What type of coverage were you looking to get enrolled into? Let's see. I wanted the... I need family health coverage. Say that again. I'm sorry? I said, say that one more time. Family health coverage w- so for health and dental. So you wanna get enrolled into dental for you and the family. You said medical as well? Right. All right, so with medical, they offer you two different plans. They offer you the V., uh, the Insure Plus Basic and Insure Plus Enhanced. The Basic is \$37.64 and the Enhanced is \$54.30. Um, okay, the \$54 one please. Okay. So that... Did you... Were you interested in the preventative care coverage as well? Uh, the preventative care? How... What is the cost of that? So it'd be \$23.54. It's not included in the Insure Plus Enhanced. The Insure Plus Enhanced covers doctors, hospitals and prescriptions. The preventative care covers thy wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care coverages. Okay, don't need to cover preventative care. So you don't need the preventative care? Correct. All right. S- was there anything else you were interested in? They offer you short-term disability, life insurance and vision. Uh, short-term disability and life insurance. For you and... You want life insurance for just you, or you and your whole family? Um, what's the difference in cost? So for you and the family, it'd be \$3.18. For just you, it'd be \$2.11. Uh, I'll go the extra dollar. All right. So with all four of those plans selected, your total will be \$75.92. That'll be deducted weekly. Do you authorize your employer to make these deductions? I do. Thank you. Are you aware that this coverage won't become active until January 6th? Yes. Thank you. All right. So I do need some information from you for your dependents. I will need your spouse's first name, last name, Social Security and date of birthday. Okay. Deborah, D-E-B-O-R-A-H. You said D-E- Same last name. ... B-O-R-A-H? Yes. D-E-B-O-R-A-H. Birthdate 9/11/66. 9/11/1966. And Social? And Social? 067-54-4569. And just to confirm the information, you said 067-54-4569? Correct. And date of birth is 9/11/1966? Yes. Thank you. And her first name is D-E-B-O-R-A-H? Yes. Thank you. Hey, and how many children do you have? Uh, let's see. Coverable up to what age, 26? Yes, sir. I have, uh, four children that would fall in that. All right. I'm ready for the first one. Is it male or female? Male. They're all male. Damian, D-A-M-I-A-N. Same last name? Yes. All right. Social? Uh, bear with me one second. You're fine. It's 216-57-4844. Just to ramp up, you said

216-57-4844? Yes. And date of birth? 3/22/2000. All right. We're ready for the next one. Aidan, A-I-D-A-N. A-I-D-A-N? Uh-huh. Same last name? Yes. Social Security number? 220-2-0- ... 63. ... 6-3? 9166. 9166. You said 220-63-9166? Yes. Date of birth?... July 22nd... I'm sorry, July 7th, 2002. You said July 7th, 2002? Yes. You... Ready for the next one? Owen, O-W-E-N. Same last name? Yes. Social? 218-73-1533. Mm-hmm. You said 218-73-1533? Correct. And date of birth? 10/6/05. I'm ready for the last one. Brendan. B-R-E-N-D-A-N. Same last name? Yes. Social? 218-73-1534. Sorry, you said 218-73-1534? Yes. And date of birth? 10/6/05. Okay. So I'm just gonna go over everybody for you to make sure all this information is accurate. Is that okay? Okay, sure. So we got Deborah Luddy, Social Security... Wait one moment. Show me the one I need. Oh, I need, I do need a beneficiary as well for your life insurance policy. Uh, so that would be Deborah. You want us to give her our 100%? Yes. Okay. Okay, so we got Deborah Luddy, social 067544569, date of birth 9/11/1966. Correct. Then we got Damian Luddy, social security 216574 844, date of birth 3/22/2000. Correct. We got Aiden Luddy, social security number is 220639 166, date of birth 7/7/2002. Correct. We got Owen Luddy, social security 218-73-1533, date of birth 10/6/2005. Correct. And then Brandon Luddy, social security 21873-1534, date of birth 10/5/2005. Uh, no, actually... So that one is, uh, 10/6/05. It's 10/6/05, okay. Yeah. And then, it's Brendan, not Brandon. So is it B-R-E-N-D-A-N? Yes. Okay. All right. We got all that in the system for you, Mr. Kevin. So you- Okay. ... and your awareness your coverage will become active on January 6th? Yes. Okay. All right, so I do want to let you know with your medical card, if you wanted a physical copy, once your coverage becomes active, you want to call and request it. Otherwise, it's only sent via email. Uh, email is fine. Okay. W- well was there anything else that I can help you with today, Mr. Luddy? That's it. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week now. Okay. Oh, one more question. Yes, sir. Um, dental is in the coverage, correct? Yes, sir. Okay. Just wanted to double-check. All right, thank you. No problem. Thanks for calling us. Hope you have a great rest of your week. Thanks. Same to you. Thank you. Bye-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 Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. I'm calling to enroll in benefits.

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

Speaker speaker\_2: I work for Oxford.

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

Speaker speaker\_2: 9155.

Speaker speaker\_1: First name?

Speaker speaker\_2: Kevin.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Luddy, L-U-D-D-Y.

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

Speaker speaker\_2: Sure. The address is 3217 Zenith Way, Castle Hayne, North Carolina 28429. And you needed my Social?

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: Date of birth, 8/20/65.

Speaker speaker\_1: Thank you. So we got a good phone number, 443-805-7408?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And a good email is luddy.kevin@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. Okay. What type of coverage were you looking to get enrolled into?

Speaker speaker\_2: Let's see. I wanted the... I need family health coverage.

Speaker speaker\_1: Say that again.

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: I said, say that one more time.

Speaker speaker\_2: Family health coverage w- so for health and dental.

Speaker speaker\_1: So you wanna get enrolled into dental for you and the family. You said medical as well?

Speaker speaker\_2: Right.

Speaker speaker\_1: All right, so with medical, they offer you two different plans. They offer you the V., uh, the Insure Plus Basic and Insure Plus Enhanced. The Basic is \$37.64 and the Enhanced is \$54.30.

Speaker speaker\_2: Um, okay, the \$54 one please.

Speaker speaker\_1: Okay. So that... Did you... Were you interested in the preventative care coverage as well?

Speaker speaker\_2: Uh, the preventative care? How... What is the cost of that?

Speaker speaker\_1: So it'd be \$23.54. It's not included in the Insure Plus Enhanced. The Insure Plus Enhanced covers doctors, hospitals and prescriptions. The preventative care

covers thy wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care coverages.

Speaker speaker\_2: Okay, don't need to cover preventative care.

Speaker speaker\_1: So you don't need the preventative care?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. S- was there anything else you were interested in? They offer you short-term disability, life insurance and vision.

Speaker speaker\_2: Uh, short-term disability and life insurance.

Speaker speaker\_1: For you and... You want life insurance for just you, or you and your whole family?

Speaker speaker\_2: Um, what's the difference in cost?

Speaker speaker\_1: So for you and the family, it'd be \$3.18. For just you, it'd be \$2.11.

Speaker speaker\_2: Uh, I'll go the extra dollar.

Speaker speaker\_1: All right. So with all four of those plans selected, your total will be \$75.92. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_2: I do.

Speaker speaker\_1: Thank you. Are you aware that this coverage won't become active until January 6th?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. All right. So I do need some information from you for your dependents. I will need your spouse's first name, last name, Social Security and date of birthday.

Speaker speaker\_2: Okay. Deborah, D-E-B-O-R-A-H.

Speaker speaker\_1: You said D-E-

Speaker speaker\_2: Same last name.

Speaker speaker\_1: ... B-O-R-A-H?

Speaker speaker\_2: Yes. D-E-B-O-R-A-H. Birthdate 9/11/66.

Speaker speaker\_1: 9/11/1966. And Social?

Speaker speaker\_2: And Social? 067-54-4569.

Speaker speaker\_1: And just to confirm the information, you said 067-54-4569?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And date of birth is 9/11/1966?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. And her first name is D-E-B-O-R-A-H?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. Hey, and how many children do you have?

Speaker speaker\_2: Uh, let's see. Coverable up to what age, 26?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: I have, uh, four children that would fall in that.

Speaker speaker\_1: All right. I'm ready for the first one. Is it male or female?

Speaker speaker\_2: Male. They're all male. Damian, D-A-M-I-A-N.

Speaker speaker\_1: Same last name?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Social?

Speaker speaker\_2: Uh, bear with me one second.

Speaker speaker\_1: You're fine.

Speaker speaker\_2: It's 216-57-4844.

Speaker speaker\_1: Just to ramp up, you said 216-57-4844?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: 3/22/2000.

Speaker speaker\_1: All right. We're ready for the next one.

Speaker speaker\_2: Aidan, A-I-D-A-N.

Speaker speaker\_1: A-I-D-A-N?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Same last name?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Social Security number?

Speaker speaker\_2: 220-

Speaker speaker\_1: 2-0-

Speaker speaker\_2: ... 63.

Speaker speaker\_1: ... 6-3?

Speaker speaker\_2: 9166.

Speaker speaker\_1: 9166. You said 220-63-9166?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: ... July 22nd... I'm sorry, July 7th, 2002.

Speaker speaker\_1: You said July 7th, 2002?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You... Ready for the next one?

Speaker speaker\_2: Owen, O-W-E-N.

Speaker speaker\_1: Same last name?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Social?

Speaker speaker\_2: 218-73-1533.

Speaker speaker\_1: Mm-hmm. You said 218-73-1533?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: 10/6/05.

Speaker speaker\_1: I'm ready for the last one.

Speaker speaker\_2: Brendan. B-R-E-N-D-A-N.

Speaker speaker\_1: Same last name?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Social?

Speaker speaker\_2: 218-73-1534.

Speaker speaker\_1: Sorry, you said 218-73-1534?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: 10/6/05.

Speaker speaker\_1: Okay. So I'm just gonna go over everybody for you to make sure all this information is accurate. Is that okay?

Speaker speaker\_2: Okay, sure.

Speaker speaker\_1: So we got Deborah Luddy, Social Security... Wait one moment.

Speaker speaker\_3: Show me the one I need.

Speaker speaker\_1: Oh, I need, I do need a beneficiary as well for your life insurance policy.

Speaker speaker\_2: Uh, so that would be Deborah.

Speaker speaker\_1: You want us to give her our 100%?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Okay, so we got Deborah Luddy, social 067544569, date of birth 9/11/1966.

Speaker speaker\_2: Correct.

Speaker speaker\_1: Then we got Damian Luddy, social security 216574 844, date of birth 3/22/2000.

Speaker speaker\_2: Correct.

Speaker speaker\_1: We got Aiden Luddy, social security number is 220639 166, date of birth 7/7/2002.

Speaker speaker\_2: Correct.

Speaker speaker\_1: We got Owen Luddy, social security 218-73-1533, date of birth 10/6/2005.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then Brandon Luddy, social security 21873-1534, date of birth 10/5/2005.

Speaker speaker\_2: Uh, no, actually... So that one is, uh, 10/6/05.

Speaker speaker\_1: It's 10/6/05, okay.

Speaker speaker\_2: Yeah. And then, it's Brendan, not Brandon.

Speaker speaker\_1: So is it B-R-E-N-D-A-N?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All right. We got all that in the system for you, Mr. Kevin. So you-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... and your awareness your coverage will become active on January 6th?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. All right, so I do want to let you know with your medical card, if you wanted a physical copy, once your coverage becomes active, you want to call and request it. Otherwise, it's only sent via email.

Speaker speaker\_2: Uh, email is fine.

Speaker speaker\_1: Okay. W- well was there anything else that I can help you with today, Mr. Luddy?

Speaker speaker\_2: That's it.

Speaker speaker\_1: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week now.

Speaker speaker\_2: Okay. Oh, one more question.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Um, dental is in the coverage, correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Just wanted to double-check. All right, thank you.

Speaker speaker\_1: No problem. Thanks for calling us. Hope you have a great rest of your week.

Speaker speaker\_2: Thanks. Same to you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye-bye.

Speaker speaker\_1: Bye.