

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Uh, yeah, I'm working for a, a temp service or a staffing service called Surge Staffing. Mm-hmm. And they gave me, they gave me zero information on the insurance benefits. I'm at lunch right now, so I'm calling you guys 'cause I never have time to do anything. I, when I get off work, they're closed. How can I help you, sir? Uh, I want to know about the benefits. They gave me no information, just d- your guys' number. All right. What's the last four of your Social? 1654. First name? Ryan Thatcher. For security purposes, can you verify your address and date of birth for me? 506 Market Street, Rockford, Ohio, 45882, 6/28/76. Thank you. So your phone number 567-644-2445? Yes. And your email is budley45882@gmail.com? Correct. Thanks. And did you want me to send you a benefits guide, or did you have specific questions? Uh, I, I, I have a couple questions. One, how much is this insurance? So the prices vary depending on what you get on... get enrolled into, and it is deducted from your paycheck weekly. Okay. Uh, so I haven't enrolled in anything. I haven't seen a package. Do you have dental, vision? I mean, I don't know nothing about it. Yes, actually, they are- I've also worked for a temporary service in 20 some years. So, you know, I don't know. I understand. So I can send you the plans they offer, and I'm going to go ahead and send you the benefits guide as well. That'd be awesome. It'll have more detail, be more detailed information about it. Give me one moment. And that doesn't automatically start coming out of my check if I don't sign up, right? No, sir. Um, doesn't look like it. They do auto-enroll. Doesn't look like they got you auto-enrolled in anything yet. Good. 'Cause I, again, I don't even know if I want it until I know what it is. And the price. I understand. The price is the big deal, you know, 'cause I imagine it's probably expensive. All right. So I just sent that benefits guide to your email. Awesome. Do you know what my deadline is to sign up or not sign up? Can you, can you tell me that? So you get 30... Yes, sir. So you get 30 days from the date you got hired after you received your first paycheck. So if you give me one moment, I can see in our system what hire date we have. I don't want anything coming out of my check that I haven't signed up for or anything. So you want me to go ahead and just decline the auto-enrollment? Yeah, please. I don't want auto. I want to read it, and then, you know, I'll enroll if it's what I want. Okay. Do you mind if I put you on repro? I take care of that for you? No problem. Thank you. Hey, are you there, Mr. Thatcher? I am. Okay. I got that declined for you. So I see, yes, you got 30 days from, I believe it's the 17th. Okay. Okay, yeah. So- I'll, I'll definitely sit down tonight and tomorrow and read it all and stuff. And if it's, if it's affordable, and it has dental, I'll probably get it. 'Cause I mean, I can cover my child, right? Yes, sir. Okay. See, 'cause they gave me no information. I, I mean, I was real unimpressed. Apologize for that, sir. So So I was gonna say, did you confirm with- I was gonna say, if I didn't tell you guys. Yeah. Can you confirm that you received that benefits guide in your email? Yeah, I did. I was, I was trying to pull it up on my

PDF things being dumb at work, so on my phone. That's all right. But yeah, I got it. Okay. All right. So yeah, it looks like your, your hire date was the 17th, so you have 30 days from the 17th of last month. Oh, would that be April 17th? Yes, sir. Okay. Well, I will read it and get back in touch with you guys or sign up or whatever I need to do if it looks good. Yes, sir. Just so you know, we're open till 8:00 PM Eastern Time, Monday through Friday. Oh, awesome. 'Cause yeah, we're working 10-hour days, and I drive an hour to work. So, yeah. Thank you. That's awesome. Thank you so much for your time. No problem, Mr. Thatcher. No problem, Mr. Thatcher. You have a good day. Was there anything else I can help you today? No, you've been very... Uh, you, you answered everything I needed to know. You got me the guide. You told me when it has to be. Thank you so much. No problem, Mr. Thatcher. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week, man. You too, man. Have a good one. Thank you. You too. Thank you.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Uh, yeah, I'm working for a, a temp service or a staffing service called Surge Staffing.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And they gave me, they gave me zero information on the insurance benefits. I'm at lunch right now, so I'm calling you guys 'cause I never have time to do anything. I, when I get off work, they're closed.

Speaker speaker\_0: How can I help you, sir?

Speaker speaker\_1: Uh, I want to know about the benefits. They gave me no information, just d- your guys' number.

Speaker speaker\_0: All right. What's the last four of your Social?

Speaker speaker\_1: 1654.

Speaker speaker\_0: First name?

Speaker speaker\_1: Ryan Thatcher.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 506 Market Street, Rockford, Ohio, 45882, 6/28/76.

Speaker speaker\_0: Thank you. So your phone number 567-644-2445?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is budley45882@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Thanks. And did you want me to send you a benefits guide, or did you have specific questions?

Speaker speaker\_1: Uh, I, I, I have a couple questions. One, how much is this insurance?

Speaker speaker\_0: So the prices vary depending on what you get on... get enrolled into, and it is deducted from your paycheck weekly.

Speaker speaker\_1: Okay. Uh, so I haven't enrolled in anything. I haven't seen a package. Do you have dental, vision? I mean, I don't know nothing about it.

Speaker speaker\_0: Yes, actually, they are-

Speaker speaker\_1: I've also worked for a temporary service in 20 some years. So, you know, I don't know.

Speaker speaker\_0: I understand. So I can send you the plans they offer, and I'm going to go ahead and send you the benefits guide as well.

Speaker speaker\_1: That'd be awesome.

Speaker speaker\_0: It'll have more detail, be more detailed information about it. Give me one moment.

Speaker speaker\_1: And that doesn't automatically start coming out of my check if I don't sign up, right?

Speaker speaker\_0: No, sir. Um, doesn't look like it. They do auto-enroll. Doesn't look like they got you auto-enrolled in anything yet.

Speaker speaker\_1: Good. 'Cause I, again, I don't even know if I want it until I know what it is. And the price.

Speaker speaker\_0: I understand.

Speaker speaker\_1: The price is the big deal, you know, 'cause I imagine it's probably expensive.

Speaker speaker\_0: All right. So I just sent that benefits guide to your email.

Speaker speaker\_1: Awesome. Do you know what my deadline is to sign up or not sign up? Can you, can you tell me that?

Speaker speaker\_0: So you get 30... Yes, sir. So you get 30 days from the date you got hired after you received your first paycheck. So if you give me one moment, I can see in our system what hire date we have.

Speaker speaker\_1: I don't want anything coming out of my check that I haven't signed up for or anything.

Speaker speaker\_0: So you want me to go ahead and just decline the auto-enrollment?

Speaker speaker\_1: Yeah, please. I don't want auto. I want to read it, and then, you know, I'll enroll if it's what I want.

Speaker speaker\_0: Okay. Do you mind if I put you on repro? I take care of that for you?

Speaker speaker\_1: No problem.

Speaker speaker\_0: Thank you. Hey, are you there, Mr. Thatcher?

Speaker speaker\_1: I am.

Speaker speaker\_0: Okay. I got that declined for you. So I see, yes, you got 30 days from, I believe it's the 17th.

Speaker speaker\_1: Okay. Okay, yeah.

Speaker speaker\_0: So-

Speaker speaker\_1: I'll, I'll definitely sit down tonight and tomorrow and read it all and stuff. And if it's, if it's affordable, and it has dental, I'll probably get it. 'Cause I mean, I can cover my child, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. See, 'cause they gave me no information. I, I mean, I was real unimpressed.

Speaker speaker\_0: Apologize for that, sir.

Speaker speaker\_1: So

Speaker speaker\_2: So I was gonna say, did you confirm with-

Speaker speaker\_1: I was gonna say, if I didn't tell you guys. Yeah.

Speaker speaker\_0: Can you confirm that you received that benefits guide in your email?

Speaker speaker\_1: Yeah, I did. I was, I was trying to pull it up on my PDF things being dumb at work, so on my phone.

Speaker speaker\_0: That's all right.

Speaker speaker\_1: But yeah, I got it.

Speaker speaker\_0: Okay. All right. So yeah, it looks like your, your hire date was the 17th, so you have 30 days from the 17th of last month.

Speaker speaker\_1: Oh, would that be April 17th?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Well, I will read it and get back in touch with you guys or sign up or whatever I need to do if it looks good.

Speaker speaker\_0: Yes, sir. Just so you know, we're open till 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker\_1: Oh, awesome. 'Cause yeah, we're working 10-hour days, and I drive an hour to work. So, yeah. Thank you. That's awesome. Thank you so much for your time.

Speaker speaker\_0: No problem, Mr. Thatcher. No problem, Mr. Thatcher.

Speaker speaker\_1: You have a good day.

Speaker speaker\_0: Was there anything else I can help you today?

Speaker speaker\_1: No, you've been very... Uh, you, you answered everything I needed to know. You got me the guide. You told me when it has to be. Thank you so much.

Speaker speaker\_0: No problem, Mr. Thatcher. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week, man.

Speaker speaker\_1: You too, man. Have a good one.

Speaker speaker\_0: Thank you. You too. Thank you.