

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Good afternoon, sir Malcolm. Um, my name is Onica Isis. I'm an employee at Noor Staffing. Hello? At, at what staffing? At Noor Staffing. North Staffing? No, Noor. What's the, is there another name for them? Oh, I see. Okay. How can I help you? Um, I received a message, and I hope I'm not too late with trying to get this information. They said, um, reminder about the email to receive, um, some of benefits. Uh, I don't understand what benefit they're talking about. It's he- health insurance offered through Noor. Oh. Okay. Um, how much is that we have to pay for this? It depends on what plans you get enrolled into. It's 50... uh, weekly. What's the last four- Oh. ... digits of your social security number? Um, 8025. First name? O-N-I-C-A. Last name? I-S-A-A-C-S. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 414 Baltic Street, Apartment 10C, Brooklyn, New York, 11217. And it's 1-17-87. Thank you. So yeah, your phone number is 646-956-719, uh, 69? Yeah. Yes, sir. The email is onicais608@gmail.com? Yes. Thank you. So yeah, s- let's see. We offer you medical, free Rx, virtual care, dental, short term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the ID experts. Okay. And, and what is my premium for the week, the weekly? It depends on, it depends on what you get enrolled into. Oh. Okay. Mm-hmm. And how long do we have until we, um, this, the offer is up that we are no longer get a chance to get ourselves enrolled if we need to? You have 30 days from the date you receive your first paycheck. So looks like yours is 1-23. So you would have until February 21st. Oh, okay. Well, actually you will have until February 21st 'cause the 23rd falls on a weekend and we're not open on the weekends. Oh, okay. All right. Um, can I call back? I'mma call back another day. Yes, ma'am. That's fine. All right. Thank you for your insight. Thank you for everything. Enjoy. No problem there, Onica. Was there anything else I could help you with today? No, love. You answered all questions. Thank you. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week. You too, darling. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_1: Good afternoon, sir Malcolm. Um, my name is Onica Isis. I'm an employee at Noor Staffing. Hello?

Speaker speaker_0: At, at what staffing?

Speaker speaker_1: At Noor Staffing.

Speaker speaker_0: North Staffing?

Speaker speaker_1: No, Noor.

Speaker speaker_0: What's the, is there another name for them? Oh, I see. Okay. How can I help you?

Speaker speaker_1: Um, I received a message, and I hope I'm not too late with trying to get this information. They said, um, reminder about the email to receive, um, some of benefits. Uh, I don't understand what benefit they're talking about.

Speaker speaker_0: It's he- health insurance offered through Noor.

Speaker speaker_1: Oh. Okay. Um, how much is that we have to pay for this?

Speaker speaker_0: It depends on what plans you get enrolled into. It's 50... uh, weekly. What's the last four-

Speaker speaker_1: Oh.

Speaker speaker_0: ... digits of your social security number?

Speaker speaker_1: Um, 8025.

Speaker speaker_0: First name?

Speaker speaker_1: O-N-I-C-A.

Speaker speaker_0: Last name?

Speaker speaker_1: I-S-A-A-C-S.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 414 Baltic Street, Apartment 10C, Brooklyn, New York, 11217. And it's 1-17-87.

Speaker speaker_0: Thank you. So yeah, your phone number is 646-956-719, uh, 69?

Speaker speaker_1: Yeah. Yes, sir.

Speaker speaker_0: The email is onicais608@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So yeah, s- let's see. We offer you medical, free Rx, virtual care, dental, short term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the ID experts.

Speaker speaker_1: Okay. And, and what is my premium for the week, the weekly?

Speaker speaker_0: It depends on, it depends on what you get enrolled into.

Speaker speaker_1: Oh. Okay. Mm-hmm. And how long do we have until we, um, this, the offer is up that we are no longer get a chance to get ourselves enrolled if we need to?

Speaker speaker_0: You have 30 days from the date you receive your first paycheck. So looks like yours is 1-23. So you would have until February 21st.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Well, actually you will have until February 21st 'cause the 23rd falls on a weekend and we're not open on the weekends.

Speaker speaker_1: Oh, okay. All righty. Um, can I call back? I'mma call back another day.

Speaker speaker_0: Yes, ma'am. That's fine.

Speaker speaker_1: All right. Thank you for your insight. Thank you for everything. Enjoy.

Speaker speaker_0: No problem there, Onica. Was there anything else I could help you with today?

Speaker speaker_1: No, love. You answered all questions. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_1: You too, darling. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.