

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, how's it going? I tried to, uh, I work for Care Staff and I'm trying to sign up for my benefits, but when I try to log in to my, uh, account, at first... I've never logged in so I tried to sign in and they said that there was already an email, my email was already like a user, uh, so I tried to log in and then it said that they can't find my email, so I'm trying to figure out what's going on. I wouldn't be able to help in that scenario. I would be able to help you get enrolled into coverage if that's what you wanted to do. What was the last four of your social? Uh, 0966. You said 0966? Yeah. First name? Deshaun. Last name? And you said you could help with logging into Terra, the, the benefits? No, sir. I can help you get en- I can help you get enrolled into the health insurance. Oh, o-okay. That's the... Is that the only, only benefit? No, sir. For security purposes, can you verify your address and date of birth for me? Uh, 12/13/03. Address is 4602 45th Avenue. I need the city state code. South of... Nor- northeast Margate. My bad, my bad. I need the city state zip code as well. Uh, Tacoma 98422. And the state? Uh, Washington. Yes. So we got good phone number, 253-258-4774? Yeah, correct. And your email is dsims1303@gmail.com? Yeah, that's right. Thank you. All right. So what type of coverage were you interested in getting enrolled into? Uh, I'm not sure what they, what they're, what all offering, so that's why, that's why I was asking you. All right. So they offer you medical, free Rx, dental, short-term disability, life insurance, vision, group accident preventative care, behavior health and the ID experts. Uh... Hold on one second. Is there, is there like somewhere where I can look and see all those listed or not? I can send you the benefits guide through your email. Okay yeah, could you do that please and I'll give you guys a call back? Yes, sir. All right, thank you. No problem. Was there anything else I can help you with today, Mr. Sims? No, that's everything for right now. As soon as I figure it out, I'll give you a call back. All right. If there's nothing else, Mr. Sims, thanks for calling Benefits in the Car. I hope you have a great rest of your day, man. All right, you too. Take care.

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 Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, how's it going? I tried to, uh, I work for Care Staff and I'm trying to sign up for my benefits, but when I try to log in to my, uh, account, at first... I've never logged

in so I tried to sign in and they said that there was already an email, my email was already like a user, uh, so I tried to log in and then it said that they can't find my email, so I'm trying to figure out what's going on.

Speaker speaker_1: I wouldn't be able to help in that scenario. I would be able to help you get enrolled into coverage if that's what you wanted to do. What was the last four of your social?

Speaker speaker_2: Uh, 0966.

Speaker speaker_1: You said 0966?

Speaker speaker_2: Yeah.

Speaker speaker_1: First name?

Speaker speaker_2: Deshaun.

Speaker speaker_1: Last name?

Speaker speaker_2: And you said you could help with logging into Terra, the, the benefits?

Speaker speaker_1: No, sir. I can help you get en- I can help you get enrolled into the health insurance.

Speaker speaker_2: Oh, o- okay. That's the... Is that the only, only benefit?

Speaker speaker_1: No, sir. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 12/13/03. Address is 4602 45th Avenue.

Speaker speaker_1: I need the city state code.

Speaker speaker_2: South of... Nor- northeast Margate. My bad, my bad.

Speaker speaker_1: I need the city state zip code as well.

Speaker speaker_2: Uh, Tacoma 98422.

Speaker speaker_1: And the state?

Speaker speaker_2: Uh, Washington.

Speaker speaker_1: Yes. So we got good phone number, 253-258-4774?

Speaker speaker_2: Yeah, correct.

Speaker speaker_1: And your email is dsims1303@gmail.com?

Speaker speaker_2: Yeah, that's right.

Speaker speaker_1: Thank you. All right. So what type of coverage were you interested in getting enrolled into?

Speaker speaker_2: Uh, I'm not sure what they, what they're, what all offering, so that's why, that's why I was asking you.

Speaker speaker_1: All right. So they offer you medical, free Rx, dental, short-term disability, life insurance, vision, group accident preventative care, behavior health and the ID experts.

Speaker speaker_2: Uh... Hold on one second. Is there, is there like somewhere where I can look and see all those listed or not?

Speaker speaker_1: I can send you the benefits guide through your email.

Speaker speaker_2: Okay yeah, could you do that please and I'll give you guys a call back?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with today, Mr. Sims?

Speaker speaker_2: No, that's everything for right now. As soon as I figure it out, I'll give you a call back.

Speaker speaker_1: All right. If there's nothing else, Mr. Sims, thanks for calling Benefits in the Car. I hope you have a great rest of your day, man.

Speaker speaker_2: All right, you too.

Speaker speaker_1: Take care.