

Transcript: Malcolm

Nash-5865075403702272-4787722183294976

Full Transcript

... if the problem is, if it's in the card and you're using a mouse, I'm not going to help you. Hi. My name is Allie. I'm calling from American Public Life and we have a mutual insured. He are calling with us to see if he had enrolled in dental. He thought he had, but I'm not showing a dental policy with us. I- Is he on the phone or are you just calling on his behalf? Um, he's actually on our language line speaking to someone in Spanish, and while she is trying to help him, I'm calling to find out about the dental policy 'cause I d- um... I hear you. What's his name? Yes. So I have the name, and let me spell it for you. Um, A-S-H-R-A-F, Ashraf, and last name is Hamid, H-A-M-I-D. Can you verify address and date of birth for me? Yes. I have date of birth listed as 11/01/1983. And then I have the address on file listed as... Let me see. It's on a different screen. Uh, 263 Fulkerson Drive, Apartment B, Charleston, Indiana, IN 47111. Thank you. So yeah, so it doesn't look like he got the dental plan. He just added the m-... Oh, let me see. Oh, I see. Okay. So what he did was he called in and he added the dental, but it hadn't been processed yet. Okay. Um, so it has not been processed and- No, ma'am. He did add the dental. Do you know when that gets processed and if, like, the effective date will be for when he added it? Um, it'd be totally up to whenever Morales, his staff and company make that deduction, but he did call in on the 27th, the last y- uh, last month to get enrolled. Typically, it takes one to two weeks for the enrollment f- to change the coverage process. If- Okay. So it's typically two weeks. Then it's supposed to be for the 10th. It's saying it's supposed to be for the February 10th, but i- it solely depends when Morales makes that deduction. Okay. So it says eligibility should start 2/10, but that is dependent on the company making the deduction. Yes, ma'am. Okay. Perfect. And do you know how much it will be? Are you able to give me that information? The dental? Mm-hmm. It would be... So you got it for him and a family, so it'll be \$14.75. And that's weekly, right? Yes, ma'am. All right. Perfect. And then I am... I think that's all. I'm just checking in with the agent who is speaking with him. And then do you guys have, if he has other further questions, I mean, I'm assuming he called to add the dental, but y'all have a Spanish-speaking associate if he needed further help. Yes, ma'am. Yes, ma'am. Okay. Awesome. And, uh... Okay, perfect. I... Well, I said, "Is that all you need?" And she said, "No. Thank you." So I'm not sure um, if that means no, she doesn't need more or "Thank you. I'm done." Um, I'll call back if she needs anything else and I just really appreciate your time today. Thank you so much. No problem, ma'am. That's what I'm here for. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great weekend. You too. Take care. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: ... if the problem is, if it's in the card and you're using a mouse, I'm not going to help you.

Speaker speaker_1: Hi. My name is Allie. I'm calling from American Public Life and we have a mutual insured. He are calling with us to see if he had enrolled in dental. He thought he had, but I'm not showing a dental policy with us.

Speaker speaker_0: I- Is he on the phone or are you just calling on his behalf?

Speaker speaker_1: Um, he's actually on our language line speaking to someone in Spanish, and while she is trying to help him, I'm calling to find out about the dental policy 'cause I d-um...

Speaker speaker_0: I hear you. What's his name?

Speaker speaker_1: Yes. So I have the name, and let me spell it for you. Um, A-S-H-R-A-F, Ashraf, and last name is Hamid, H-A-M-I-D.

Speaker speaker_0: Can you verify address and date of birth for me?

Speaker speaker_1: Yes. I have date of birth listed as 11/01/1983. And then I have the address on file listed as... Let me see. It's on a different screen. Uh, 263 Fulkerson Drive, Apartment B, Charleston, Indiana, IN 47111.

Speaker speaker_0: Thank you. So yeah, so it doesn't look like he got the dental plan. He just added the m-... Oh, let me see. Oh, I see. Okay. So what he did was he called in and he added the dental, but it hadn't been processed yet.

Speaker speaker_1: Okay. Um, so it has not been processed and-

Speaker speaker_0: No, ma'am. He did add the dental.

Speaker speaker_1: Do you know when that gets processed and if, like, the effective date will be for when he added it?

Speaker speaker_0: Um, it'd be totally up to whenever Morales, his staff and company make that deduction, but he did call in on the 27th, the last y- uh, last month to get enrolled. Typically, it takes one to two weeks for the enrollment f- to change the coverage process. If-

Speaker speaker_1: Okay. So it's typically two weeks.

Speaker speaker_0: Then it's supposed to be for the 10th. It's saying it's supposed to be for the February 10th, but i- it solely depends when Morales makes that deduction.

Speaker speaker_1: Okay. So it says eligibility should start 2/10, but that is dependent on the company making the deduction.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. Perfect. And do you know how much it will be? Are you able to give me that information?

Speaker speaker_0: The dental?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It would be... So you got it for him and a family, so it'll be \$14.75.

Speaker speaker_1: And that's weekly, right?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Perfect. And then I am... I think that's all. I'm just checking in with the agent who is speaking with him. And then do you guys have, if he has other further questions, I mean, I'm assuming he called to add the dental, but y'all have a Spanish-speaking associate if he needed further help.

Speaker speaker_0: Yes, ma'am. Yes, ma'am.

Speaker speaker_1: Okay. Awesome. And, uh... Okay, perfect. I... Well, I said, "Is that all you need?" And she said, "No. Thank you." So I'm not sure um, if that means no, she doesn't need more or "Thank you. I'm done." Um, I'll call back if she needs anything else and I just really appreciate your time today. Thank you so much.

Speaker speaker_0: No problem, ma'am. That's what I'm here for. If there's nothing else, thanks for calling Benefits in the Card. Hope you have a great weekend.

Speaker speaker_1: You too. Take care.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.