

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, there. My name is Maggie McCulloch. I was returning a call from y'all about my QLE being approved. Uh, which staffing company do you work for? I'm sorry? Which staffing company do you work for? Oh, Chick-fil-A. I said staffing company. Staffing company? Yes, ma'am. Oh, uh, Creative Circle. Thank you. What's the last four of your social? 2610. You said 2610? Yes, sir. First name? Maggie. You say you with Creative Circle and your last four is 26919? 10. 10. You say your first name's Maggie? Yes. Last name? McCulloch. All right. For security purposes, can you verify your address and date of birth for me? Uh, yes. 3851 Tempers Hollow Way, Marietta, Georgia 30062. Date of birth is 11/6/98. Thank you. So we got your phone number 678-458-9476? Yes. And your email is mkm-3377@pomcast.net? Yep. Thank you. All right. What type of coverage were you wanting to get enrolled into? Um, so I am needing just coverage for the month of December for the rest of the year before I do open enrollment with Creative Circle. Um, so I am just wanting to know my options. Um, so that- So they offer you medical... They offer you medical, free RX, dental, life insurance, vision, critical illness, group accident, preventative care and behavior health. Okay. Is there, like... Can you send that information and the rates to my email m- by chance? Yeah. You want a benefits guide sent to you? I'm sorry? Yeah. You want the benefits guide sent to you? Yes. Okay. I can do that for you. But were you wanting to look over that before you got enrolled? Yes, please. Okay. All right. I just sent that to your email. Should be from the info at benefitsinacard.com. All right, perfect. I will look that over and give y'all a call back. All right. Well, is there anything else I can help you with today, Miss Maggie? That is it. Thank you very much. No problem. Thanks for calling Benefits in a Card. I hope you have a great day. You as well. Goodbye. Yeah. 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 a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, there. My name is Maggie McCulloch. I was returning a call from y'all about my QLE being approved.

Speaker speaker_1: Uh, which staffing company do you work for?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Which staffing company do you work for?

Speaker speaker_2: Oh, Chick-fil-A.

Speaker speaker_1: I said staffing company.

Speaker speaker_2: Staffing company?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Oh, uh, Creative Circle.

Speaker speaker_1: Thank you. What's the last four of your social?

Speaker speaker_2: 2610.

Speaker speaker_1: You said 2610?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: First name?

Speaker speaker_2: Maggie.

Speaker speaker_1: You say you with Creative Circle and your last four is 26919?

Speaker speaker_2: 10.

Speaker speaker_1: 10. You say your first name's Maggie?

Speaker speaker_2: Yes.

Speaker speaker_1: Last name?

Speaker speaker_2: McCulloch.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, yes. 3851 Tempers Hollow Way, Marietta, Georgia 30062. Date of birth is 11/6/98.

Speaker speaker_1: Thank you. So we got your phone number 678-458-9476?

Speaker speaker_2: Yes.

Speaker speaker_1: And your email is mkm-3377@pomcast.net?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. All right. What type of coverage were you wanting to get enrolled into?

Speaker speaker_2: Um, so I am needing just coverage for the month of December for the rest of the year before I do open enrollment with Creative Circle. Um, so I am just wanting to know my options. Um, so that-

Speaker speaker_1: So they offer you medical... They offer you medical, free RX, dental, life insurance, vision, critical illness, group accident, preventative care and behavior health.

Speaker speaker_2: Okay. Is there, like... Can you send that information and the rates to my email m- by chance?

Speaker speaker_1: Yeah. You want a benefits guide sent to you?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Yeah. You want the benefits guide sent to you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I can do that for you. But were you wanting to look over that before you got enrolled?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. All right. I just sent that to your email. Should be from the info at benefitsinacard.com.

Speaker speaker_2: All right, perfect. I will look that over and give y'all a call back.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Miss Maggie?

Speaker speaker_2: That is it. Thank you very much.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great day.

Speaker speaker_2: You as well. Goodbye.

Speaker speaker_1: Yeah. Bye.