

## Transcript: Malcolm

Nash-5916796840755200-5298303397183488

### Full Transcript

... benefits in the card is now. Can I help you? Yeah, I was told I signed up the other day, and then I was given confirmation of it and I haven't received anything. And I hate to spend time- Which staffing company? Sorry? Which staffing company? Oxford. Last four of your Social? 8625. First name? Roger. Last name? Beene, B-E-E-N-E. All right, for security purposes can you verify your address and date of birth for me? 8413 Viceroy Lane, Las Vegas, Nevada 89117. What else you want? Your social security? Yeah, 8957. Okay. So, we have your phone number 402-504-8669? Yep. And your email is roger.beene@outlook.com? Yes, sir. Thank you. Let's see here. You say you never received the enrollment confirmation? Nope. Mind if I put you on a brief hold? Not at all. Thank you. There we go. Are you there, Mr. Roger? Yeah, I just found it over in my spam, stale lunchmeat folder. Right, so you do have it? Yeah, I'm just, I'm just now trying to open it now. Um, let's see, info benefit sharing, enrollment confirmation. Okay. Yeah, is there anything in there about dental? I can't, I haven't opened it yet. Let's see. So, it looks like you got enrolled in the Insure Plus Enhance, the dental, the life insurance, the vision and the MEC TeleRX plan. Yes. Yeah. Is there a, is there a plan? Uh, is it... What kind of dental is that? What is that? What's the name of that company? Um, American Public Life. American Public Life and it's, uh... What's the name of it? It's dental. Um, sure, okay. 'Cause my dentist is the one that sit, wants to know what it is. Yeah, it'd be American Public Life. You know, the... The carrier will be American Public Life. Oh, okay. All right, that's all I need. You... Now, the next- Anything else, Mr... Well- Go ahead. I wanted to hear, I want to, uh, how soon can it, uh, come into effect, 'cause... So, I'm going to call today. I wouldn't be able to tell you, I wouldn't be able to tell you a specific date, it's really up to Oxford Global. Okay. Well, I'll push them then. But it does take one to two weeks for the enrollment process. Takes one or two weeks? Yes, sir. And once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. All right, gotcha. All right, thank you. No problem. You have a great rest of your week- Yeah. ... Mr. Roger. Appreciate it. Yeah, you too. All right, thank you. All right, motherfucker.

### Conversation Format

Speaker speaker\_0: ... benefits in the card is now. Can I help you?

Speaker speaker\_1: Yeah, I was told I signed up the other day, and then I was given confirmation of it and I haven't received anything. And I hate to spend time-

Speaker speaker\_0: Which staffing company?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: Which staffing company?

Speaker speaker\_1: Oxford.

Speaker speaker\_0: Last four of your Social?

Speaker speaker\_1: 8625.

Speaker speaker\_0: First name?

Speaker speaker\_1: Roger.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Beene, B-E-E-N-E.

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

Speaker speaker\_1: 8413 Viceroy Lane, Las Vegas, Nevada 89117. What else you want?

Speaker speaker\_0: Your social security?

Speaker speaker\_1: Yeah, 8957.

Speaker speaker\_0: Okay. So, we have your phone number 402-504-8669?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And your email is roger.beene@outlook.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you. Let's see here. You say you never received the enrollment confirmation?

Speaker speaker\_1: Nope.

Speaker speaker\_0: Mind if I put you on a brief hold?

Speaker speaker\_1: Not at all.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: There we go.

Speaker speaker\_0: Are you there, Mr. Roger?

Speaker speaker\_1: Yeah, I just found it over in my spam, stale lunchmeat folder.

Speaker speaker\_0: Right, so you do have it?

Speaker speaker\_1: Yeah, I'm just, I'm just now trying to open it now. Um, let's see, info benefit sharing, enrollment confirmation. Okay. Yeah, is there anything in there about dental?

I can't, I haven't opened it yet.

Speaker speaker\_0: Let's see. So, it looks like you got enrolled in the Insure Plus Enhance, the dental, the life insurance, the vision and the MEC TeleRX plan.

Speaker speaker\_1: Yes. Yeah. Is there a, is there a plan? Uh, is it... What kind of dental is that? What is that? What's the name of that company?

Speaker speaker\_0: Um, American Public Life.

Speaker speaker\_1: American Public Life and it's, uh... What's the name of it?

Speaker speaker\_0: It's dental.

Speaker speaker\_1: Um, sure, okay. 'Cause my dentist is the one that sit, wants to know what it is.

Speaker speaker\_0: Yeah, it'd be American Public Life.

Speaker speaker\_1: You know, the...

Speaker speaker\_0: The carrier will be American Public Life.

Speaker speaker\_1: Oh, okay. All right, that's all I need. You... Now, the next-

Speaker speaker\_0: Anything else, Mr...

Speaker speaker\_1: Well-

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: I wanted to hear, I want to, uh, how soon can it, uh, come into effect, 'cause... So, I'm going to call today.

Speaker speaker\_0: I wouldn't be able to tell you, I wouldn't be able to tell you a specific date, it's really up to Oxford Global.

Speaker speaker\_1: Okay. Well, I'll push them then.

Speaker speaker\_0: But it does take one to two weeks for the enrollment process.

Speaker speaker\_1: Takes one or two weeks?

Speaker speaker\_0: Yes, sir. And once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active.

Speaker speaker\_1: All right, gotcha. All right, thank you.

Speaker speaker\_0: No problem. You have a great rest of your week-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... Mr. Roger.

Speaker speaker\_1: Appre- appreciate it. Yeah, you too.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: All right, motherfucker.