

## **Transcript: Malcolm**

**Nash-5924218998931456-5787027610058752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Mr. McArthur? Uh, yeah. Who's this? This is Malcolm with Benefits in a Card. I'm calling in regards to your enrollment form with BG Staffing. Yeah. So, it looks like you selected you wanted coverage but then you also selected to not participate, so we're just calling to verify if you wanted to get enrolled into the coverage or not. Uh, not, not to participate in what? Health insurance offered through BG Staffing. Oh, um, I didn't know that... I, I didn't understand it so I might've accidentally clicked the wrong thing. So, uh, I had to do it on my phone when I did that. So, it's, it's for health insurance through the company? Yes, sir. Oh, yeah. No, no, I wasn't... I... Yeah, no, I think- Go ahead. ... I might've missed. So I didn't understand some of it when I was doing my, uh, uh, was it the I9? Yeah. So I might not have understand that, understood that. So are you going to get enrolled or do you want to decline it? Um, I'll, I'll be enrolled in it, yeah. Okay, so what plans were you, um, interested in? They 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. All right, and then what does this cost? Uh, it depends on what you get enrolled into. The prices vary. Okay, what would the medical be? So for medical they offer you three different plans. It'll be... The VIP standard is \$16.78. The classic is \$18.55. And the plus is \$29.74. That's, that's- And that does not include dental or vision. Those are both separate add-ons. Oh, shoot. Okay. So if I was to do that, I'd want it for dental for sure. Um... The dental, the dental's only \$3.38. Okay, yeah, so I want the dental for sure. And what else are you interested in? Um, really outside of that I'm not too sure. Maybe dental and medical, that's it. So if, if you're not ready to get enrolled, I can send you a benefits guide and you can look over it and then you can give us a call back- Yeah, yeah. ... whenever you're ready to get enrolled. Send me one of that. Yeah, could you do that? Send that to me 'cause I might think something of it but my fiance might keep another thing, so if you can send me that I can look over it with her. Okay, yeah, I can do that for you. Was there anything else I can help you with there? Uh, no, that's it. That's perfect. Thank you very much. You have a wonderful day. No problem, man. If there's nothing else, I hope you have a great weekend. Thank you, you too. You too, man. Thank you. Have a great Christmas, man. Yep. All right, bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, is this Mr. McArthur?

Speaker speaker\_2: Uh, yeah. Who's this?

Speaker speaker\_1: This is Malcolm with Benefits in a Card. I'm calling in regards to your enrollment form with BG Staffing.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So, it looks like you selected you wanted coverage but then you also selected to not participate, so we're just calling to verify if you wanted to get enrolled into the coverage or not.

Speaker speaker\_2: Uh, not, not to participate in what?

Speaker speaker\_1: Health insurance offered through BG Staffing.

Speaker speaker\_2: Oh, um, I didn't know that... I, I didn't understand it so I might've accidentally clicked the wrong thing. So, uh, I had to do it on my phone when I did that. So, it's, it's for health insurance through the company?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Oh, yeah. No, no, I wasn't... I... Yeah, no, I think-

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: ... I might've missed. So I didn't understand some of it when I was doing my, uh, uh, was it the I9? Yeah. So I might not have understand that, understood that.

Speaker speaker\_1: So are you going to get enrolled or do you want to decline it?

Speaker speaker\_2: Um, I'll, I'll be enrolled in it, yeah.

Speaker speaker\_1: Okay, so what plans were you, um, interested in? They 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\_2: All right, and then what does this cost?

Speaker speaker\_1: Uh, it depends on what you get enrolled into. The prices vary.

Speaker speaker\_2: Okay, what would the medical be?

Speaker speaker\_1: So for medical they offer you three different plans. It'll be... The VIP standard is \$16.78. The classic is \$18.55. And the plus is \$29.74.

Speaker speaker\_2: That's, that's-

Speaker speaker\_1: And that does not include dental or vision. Those are both separate add-ons.

Speaker speaker\_2: Oh, shoot. Okay. So if I was to do that, I'd want it for dental for sure. Um...

Speaker speaker\_1: The dental, the dental's only \$3.38.

Speaker speaker\_2: Okay, yeah, so I want the dental for sure.

Speaker speaker\_1: And what else are you interested in?

Speaker speaker\_2: Um, really outside of that I'm not too sure. Maybe dental and medical, that's it.

Speaker speaker\_1: So if, if you're not ready to get enrolled, I can send you a benefits guide and you can look over it and then you can give us a call back-

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: ... whenever you're ready to get enrolled.

Speaker speaker\_2: Send me one of that. Yeah, could you do that? Send that to me 'cause I might think something of it but my fiance might keep another thing, so if you can send me that I can look over it with her.

Speaker speaker\_1: Okay, yeah, I can do that for you. Was there anything else I can help you with there?

Speaker speaker\_2: Uh, no, that's it. That's perfect. Thank you very much. You have a wonderful day.

Speaker speaker\_1: No problem, man. If there's nothing else, I hope you have a great weekend.

Speaker speaker\_2: Thank you, you too.

Speaker speaker\_1: You too, man. Thank you.

Speaker speaker\_2: Have a great Christmas, man. Yep. All right, bye.