

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, my name is Brian Wilford. I work for Surge. Um, they told me to give this phone number a call. W- w- w- why I'm calling you? Do you want to decline the coverage or you want to get enrolled into the coverage? Uh, well, w- w- what kind of coverage? Health insurance offered through Surge. I don't need no insurance. I don't need no health insurance. You're calling to decline the coverage? What's the last four of your social? Uh, 4737. My name is Brian Wilford. You said 4737? That my last four? Yeah, 4737. All right. Just for security purposes, can you verify your address and date of birth for me? Yeah. 55410 Circle East Dayton, Ohio 45414. Birthdate 08/07/1962. Thank you. All right, I got that declined for you, Mr. Brian. Was there anything else I can help you with today? No, all, all I knew about insurance is all, was about insurance. That's it. Yes, sir. Okay, I don't need y'all. Thank you. You just have to manage medical insurance, right? No problem, Brian. You have a great... Yes, sir. So just manage medical insurance? Yes, sir. There were no dental? So they do offer you dental. Were you interested in getting enrolled in coverage? Well, I ain't been in, I've been enrolling to get dental. Let's see. So you can get... You can get enrolled as soon as you get hired, sir. There's no waiting period. Okay. Okay. Well, I, I ain't got hired yet. Okay. So you want to get enrolled into... Well, I'll just call you back when I, I get hired. Okay. Well, just so you know, you only have 30 days from the day you receive your first paycheck to get enrolled in coverage. I mean, not enough time. They should do it in three, but I'm not under the company yet though. Oh, yeah. Oh, that's for Surge? Yes. Well, you know what? How much is dental? How much is dental? Dental would be \$4.17. I'd like to, I'd like to get dental then. Is there anything else you need put in? How much is the deductible? How much is the deductible? So it's a \$50 deductible for the dental. 50. How much is the insurance? 4000 some. A week? It's a week? Yes, sir. Yes. Up to you. I mean, if you get this insurance when you get hired on, their insurance is going to have another \$50 deductible. I'll leave it off right now, man. You say you're gonna leave it off? I'm gonna leave it alone. I ain't gonna do it right now. All right. Well, was there anything I could help you with today, Mr. Brian? That's it, sir. All right. Thanks for calling Benefits in the Car. I hope you have a great weekend. You too.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Yeah, my name is Brian Wilford. I work for Surge. Um, they told me to give this phone number a call. W- w- w- why I'm calling you?

Speaker speaker_0: Do you want to decline the coverage or you want to get enrolled into the coverage?

Speaker speaker_1: Uh, well, w- w- what kind of coverage?

Speaker speaker_0: Health insurance offered through Surge.

Speaker speaker_1: I don't need no insurance. I don't need no health insurance.

Speaker speaker_0: You're calling to decline the coverage? What's the last four of your social?

Speaker speaker_1: Uh, 4737. My name is Brian Wilford.

Speaker speaker_0: You said 4737?

Speaker speaker_1: That my last four? Yeah, 4737.

Speaker speaker_0: All right. Just for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yeah. 55410 Circle East Dayton, Ohio 45414. Birthdate 08/07/1962.

Speaker speaker_0: Thank you. All right, I got that declined for you, Mr. Brian. Was there anything else I can help you with today?

Speaker speaker_1: No, all, all I knew about insurance is all, was about insurance. That's it.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, I don't need y'all. Thank you. You just have to manage medical insurance, right?

Speaker speaker_0: No problem, Brian. You have a great... Yes, sir.

Speaker speaker_1: So just manage medical insurance?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: There were no dental?

Speaker speaker_0: So they do offer you dental. Were you interested in getting enrolled in coverage?

Speaker speaker_1: Well, I ain't been in, I've been enrolling to get dental.

Speaker speaker_0: Let's see. So you can get... You can get enrolled as soon as you get hired, sir. There's no waiting period.

Speaker speaker_1: Okay. Okay. Well, I, I ain't got hired yet.

Speaker speaker_0: Okay. So you want to get enrolled into...

Speaker speaker_1: Well, I'll just call you back when I, I get hired.

Speaker speaker_0: Okay. Well, just so you know, you only have 30 days from the day you receive your first paycheck to get enrolled in coverage.

Speaker speaker_1: I mean, not enough time. They should do it in three, but I'm not under the company yet though.

Speaker speaker_0: Oh, yeah.

Speaker speaker_1: Oh, that's for Surge?

Speaker speaker_2: Yes.

Speaker speaker_1: Well, you know what? How much is dental? How much is dental?

Speaker speaker_0: Dental would be \$4.17.

Speaker speaker_1: I'd like to, I'd like to get dental then.

Speaker speaker_0: Is there anything else you need put in?

Speaker speaker_2: How much is the deductible?

Speaker speaker_1: How much is the deductible?

Speaker speaker_0: So it's a \$50 deductible for the dental.

Speaker speaker_1: 50.

Speaker speaker_2: How much is the insurance?

Speaker speaker_1: 4000 some.

Speaker speaker_2: A week?

Speaker speaker_1: It's a week?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yes.

Speaker speaker_2: Up to you. I mean, if you get this insurance when you get hired on, their insurance is going to have another \$50 deductible.

Speaker speaker_1: I'll leave it off right now, man.

Speaker speaker_0: You say you're gonna leave it off?

Speaker speaker_1: I'm gonna leave it alone. I ain't gonna do it right now.

Speaker speaker_0: All right. Well, was there anything I could help you with today, Mr. Brian?

Speaker speaker_1: That's it, sir.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_1: You too.