

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Mr. Elijah? Yes. Hey, this is Malcolm with BenefitsUngicard calling in regards to your enrollment form with Site Staffing. Oh, yes. So, it looks like you selected you wanted coverage for yourself, but then you also selected... I mean, you left the form blank. So we're just calling to verify if you want to get enrolled into the coverage or not. Uh, yeah, sure. So do you want to get enrolled into the health insurance offered through Site Staffing? Uh, yes. And what type of coverage were you interested in? Um, they offer like, um, just- So you- ... health insurance or like, um... Yes, sir so they- ... ■■■ offer you medical. Can I get that? So the dental is separate. It's a separate and additional add-on. They offer you medical, FreeRx, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the IDA. Okay. Uh, could I do the, uh, life insurance? What else were you interested in? Uh, I'll take life insurance and the, uh, dental. Life insurance and the dental? Yes. Was there anything else that you're interested in? Uh. What's your name? No, not at the moment. So you just want the dental and the life insurance? Yes. So I do need a minute from you for your life insurance policy. We just need your first name, last name, and their relationship to you. Uh, first name, uh, Elizieas. Uh, E-L-I... E-L-I-Z-I-E-A-S. Uh, and last name is Harrington. And is that your child's? Oh, yes. Yeah, that's my son. Can you say it? It's E-L-I-Z-I-E-A-S? Yes. Yeah. Okay. All right, that's all I needed from you, Mr. Elijah. Is there anything else I can help you with today? Hello? Mr. Harrington? Hello? I said, was there any... That's all I needed from you. Was there anything else I can help you with today? Yeah, can you hear me? Yes, sir. Uh, no, that'm you. All right then, if there's nothing else, I hope you have a great day, man. No... Okay, you too. Appreciate you. No problem. Thank you. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, is this Mr. Elijah?

Speaker speaker_2: Yes.

Speaker speaker_1: Hey, this is Malcolm with BenefitsUngicard calling in regards to your enrollment form with Site Staffing.

Speaker speaker_2: Oh, yes.

Speaker speaker_1: So, it looks like you selected you wanted coverage for yourself, but then you also selected... I mean, you left the form blank. So we're just calling to verify if you want to get enrolled into the coverage or not.

Speaker speaker_2: Uh, yeah, sure.

Speaker speaker_1: So do you want to get enrolled into the health insurance offered through Site Staffing?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: And what type of coverage were you interested in?

Speaker speaker_2: Um, they offer like, um, just-

Speaker speaker_1: So you-

Speaker speaker_2: ... health insurance or like, um...

Speaker speaker_1: Yes, sir so they-

Speaker speaker_2: ... ■■

Speaker speaker_3: offer you medical.

Speaker speaker_2: Can I get that?

Speaker speaker_1: So the dental is separate. It's a separate and additional add-on. They offer you medical, FreeRx, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the IDA.

Speaker speaker_2: Okay. Uh, could I do the, uh, life insurance?

Speaker speaker_1: What else were you interested in?

Speaker speaker_2: Uh, I'll take life insurance and the, uh, dental.

Speaker speaker_1: Life insurance and the dental?

Speaker speaker_2: Yes.

Speaker speaker_1: Was there anything else that you're interested in?

Speaker speaker_2: Uh.

Speaker speaker_1: What's your name?

Speaker speaker_2: No, not at the moment.

Speaker speaker_1: So you just want the dental and the life insurance?

Speaker speaker_2: Yes.

Speaker speaker_1: So I do need a minute from you for your life insurance policy. We just need your first name, last name, and their relationship to you.

Speaker speaker_2: Uh, first name, uh, Elizieas. Uh, E-L-I... E-L-I-Z-I-E-A-S. Uh, and last name is Harrington.

Speaker speaker_1: And is that your child's?

Speaker speaker_2: Oh, yes. Yeah, that's my son.

Speaker speaker_1: Can you say it? It's E-L-I-Z-I-E-A-S?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah. Okay. All right, that's all I needed from you, Mr. Elijah. Is there anything else I can help you with today? Hello? Mr. Harrington?

Speaker speaker_2: Hello?

Speaker speaker_1: I said, was there any... That's all I needed from you. Was there anything else I can help you with today?

Speaker speaker_2: Yeah, can you hear me?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, no, that'm you.

Speaker speaker_1: All right then, if there's nothing else, I hope you have a great day, man.

Speaker speaker_2: No... Okay, you too. Appreciate you.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_2: All right.