

Transcript: Malcolm

Nash-5992667198963712-5134924716097536

Full Transcript

Thanks for calling Benefits in a Car, this is and I can help you. Hi, I'm, uh, I was calling because I wanted more information about the insurance cards. What, what, what company do you work for? Uh, Superior Skilled Trades. What's the last four of your social? Uh, 00026. First name? 10/08/1995. Your first name? Uh, Victor. Hey, could you verify me with your full social, please? What was that? Hello? Could you verify with your full social, please? Uh, 601-55-0026. Thank you. So they don't have any address, um, on file for you. Would you like to provide your address? Yeah. What's a good address for you? Uh, 842 West I can barely hear you through all that static. Yeah, yeah. Just got fucked up, man. I'm going to my car, give me like two seconds. Mm-hmm. Mm-hmm. Yeah, hold on. One second. Just a moment. Um, but yeah, it's, um, it's 842, uh, West, uh, Calle Lerdo. How do you spell that? Uh, C-A-L-L-E. And then space- You said A-E? No, C-A-L-L-E. Mm-hmm. Calle Lerdo. Lerdo is spelled, um, L-E-R-D-O. So 842 West C-A-L-L-E space L-E-R-D-O? Yeah. Is that a home or an apartment? That's a home at, uh, Tucson, Arizona. How do you spell that? Tucson is T-U-C-S-O-N. You said T-U... E. E as in echo? Uh, no. It's, uh, T-U-C-S-O-N. Oh, T-U-C as in cat, S-O-N? Yeah. You said Arizona? Yeah. Zip code? 85756. You said 85756? Yeah. And your phone number is 520-789-0401? Yeah. And there's no email on file. You, like, got an email? Yeah. My email is victorbernal- So it's Victor as V-A, V-I-C-T-O-R? Yeah. And what was the rest? Uh, Bernal. Is that your last name? Uh, Bernal. So it's victorbernal- Yeah. 25@Yahoo.com. Thank you. All right, so you're not enrolled in any coverage. Would you want to get enrolled? Yeah, well, um, I guess open enrollment, I'm getting messages and stuff. So I was trying to figure out, get more information about it, you know what I mean? That's why I was calling. Okay, so what kind of questions did you have? Did you want me to send you the benefits guide? Yeah, like how does it work? Like, uh, do I have to call back and sign up or I don't know- So, yeah, you can call back and get signed up or you can get online, get enrolled online by yourself. Um, the way that it works is it's taken out of your paycheck weekly. And it takes it out a week prior to pay for the following week. So say you got enrolled this week, you would get a deduction next, for, uh, if you got a deduction this Friday, it'll pay for next week's coverage. Okay. And it's, it's taken out- Yeah, I think you just need... You can email me, uh, that information. Do I have to make an account on there and everything? Uh, you should already be in the system if you're working for the company. Hmm. Okay. I'll check it out. So I just sent that to your email 'cause you verified, you received the email. Was there a benefits guide in it? Oh, yeah, okay, I got it. Okay, yeah, I got it. Okay. Well, is there anything else... Well, I do want to let you know, you get 30 days from the date you receive your first paycheck. So looks like your, your hire date received is 4/21, which means you have until 5/21 to get enrolled. Hmm, okay. All right. All right, take care. Was there... No problem, Mr. Victor. Was there anything else I can help you with today? No. All right. Thanks for calling Benefits in a

Car. I hope you have a great rest of your week. Thank you. Bye. Bye. Um, that, that's a good one.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Car, this is and I can help you.

Speaker speaker_1: Hi, I'm, uh, I was calling because I wanted more information about the insurance cards.

Speaker speaker_0: What, what, what company do you work for?

Speaker speaker_1: Uh, Superior Skilled Trades.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Uh, 00026.

Speaker speaker_0: First name?

Speaker speaker_1: 10/08/1995.

Speaker speaker_0: Your first name?

Speaker speaker_1: Uh, Victor.

Speaker speaker_0: Hey, could you verify me with your full social, please?

Speaker speaker_1: What was that?

Speaker speaker_0: Hello? Could you verify with your full social, please?

Speaker speaker_1: Uh, 601-55-0026.

Speaker speaker_0: Thank you. So they don't have any address, um, on file for you. Would you like to provide your address?

Speaker speaker_1: Yeah.

Speaker speaker_0: What's a good address for you?

Speaker speaker_1: Uh, 842 West

Speaker speaker_0: I can barely hear you through all that static.

Speaker speaker_1: Yeah, yeah. Just got fucked up, man. I'm going to my car, give me like two seconds.

Speaker speaker_0: Mm-hmm. Mm-hmm.

Speaker speaker_1: Yeah, hold on. One second.

Speaker speaker_0: Just a moment.

Speaker speaker_1: Um, but yeah, it's, um, it's 842, uh, West, uh, Calle Lerdo.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Uh, C-A-L-L-E. And then space-

Speaker speaker_0: You said A-E?

Speaker speaker_1: No, C-A-L-L-E.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Calle Lerdo. Lerdo is spelled, um, L-E-R-D-O.

Speaker speaker_0: So 842 West C-A-L-L-E space L-E-R-D-O?

Speaker speaker_1: Yeah.

Speaker speaker_0: Is that a home or an apartment?

Speaker speaker_1: That's a home at, uh, Tucson, Arizona.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Tucson is T-U-C-S-O-N.

Speaker speaker_0: You said T-U...

Speaker speaker_1: E.

Speaker speaker_0: E as in echo?

Speaker speaker_1: Uh, no. It's, uh, T-U-C-S-O-N.

Speaker speaker_0: Oh, T-U-C as in cat, S-O-N?

Speaker speaker_1: Yeah.

Speaker speaker_0: You said Arizona?

Speaker speaker_1: Yeah.

Speaker speaker_0: Zip code?

Speaker speaker_1: 85756.

Speaker speaker_0: You said 85756?

Speaker speaker_1: Yeah.

Speaker speaker_0: And your phone number is 520-789-0401?

Speaker speaker_1: Yeah.

Speaker speaker_0: And there's no email on file. You, like, got an email?

Speaker speaker_1: Yeah. My email is victorbernal-

Speaker speaker_0: So it's Victor as V-A, V-I-C-T-O-R?

Speaker speaker_1: Yeah.

Speaker speaker_0: And what was the rest?

Speaker speaker_1: Uh, Bernal.

Speaker speaker_0: Is that your last name?

Speaker speaker_1: Uh, Bernal.

Speaker speaker_0: So it's victorbernal-

Speaker speaker_1: Yeah. 25@Yahoo.com.

Speaker speaker_0: Thank you. All right, so you're not enrolled in any coverage. Would you want to get enrolled?

Speaker speaker_1: Yeah, well, um, I guess open enrollment, I'm getting messages and stuff. So I was trying to figure out, get more information about it, you know what I mean? That's why I was calling.

Speaker speaker_0: Okay, so what kind of questions did you have? Did you want me to send you the benefits guide?

Speaker speaker_1: Yeah, like how does it work? Like, uh, do I have to call back and sign up or I don't know-

Speaker speaker_0: So, yeah, you can call back and get signed up or you can get online, get enrolled online by yourself. Um, the way that it works is it's taken out of your paycheck weekly. And it takes it out a week prior to pay for the following week. So say you got enrolled this week, you would get a deduction next, for, uh, if you got a deduction this Friday, it'll pay for next week's coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: And it's, it's taken out-

Speaker speaker_1: Yeah, I think you just need... You can email me, uh, that information. Do I have to make an account on there and everything?

Speaker speaker_0: Uh, you should already be in the system if you're working for the company.

Speaker speaker_1: Hmm. Okay. I'll check it out.

Speaker speaker_0: So I just sent that to your email 'cause you verified, you received the email. Was there a benefits guide in it?

Speaker speaker_1: Oh, yeah, okay, I got it. Okay, yeah, I got it.

Speaker speaker_0: Okay. Well, is there anything else... Well, I do want to let you know, you get 30 days from the date you receive your first paycheck. So looks like your, your hire date

received is 4/21, which means you have until 5/21 to get enrolled.

Speaker speaker_1: Hmm, okay.

Speaker speaker_0: All right.

Speaker speaker_1: All right, take care.

Speaker speaker_0: Was there... No problem, Mr. Victor. Was there anything else I can help you with today?

Speaker speaker_1: No.

Speaker speaker_0: All right. Thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_0: Bye.

Speaker speaker_2: Um, that, that's a good one.