

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi. Uh, I'm Reggie Mascot. Uh, I got a message from you to- I can barely hear you, ma'am. Hello? How about now? I can barely understand you. I can barely understand you, ma'am. Okay, okay. So, for the free paycheck, uh, enroll, right? Hello? Yes, ma'am. Yeah. I'm calling regarding to, uh, the message that you sent us about the 30 days from our paycheck to enroll in benefits. All right. What staffing company do you work for? Uh, we work, uh, in, uh, B- Bemak USA. What was the name of the staffing company, ma'am? The company name? The staffing company. Oh. Okay. The agent is Partner Personnel and the company is Bemak dot, uh, USA. All right. So are you wanting to get enrolled into the health insurance offered through Partners Personnel? Um, yeah. I, I just want to, can I, can I know first for the, the benefit is? Yeah. You want me to send you a benefits guide? Uh-huh. What's the last four of your social, ma'am? The social? Sorry. Because I cannot hear you clear enough. The last four of your social. The last? Four what? The last four numbers of your social. Oh, just a minute please. Mm-hmm. Hmm. Just a minute. Ji, ji, Reggie. Jimmy. . . . . Yeah. That's true. Yeah, that's true. . Are you calling on behalf of someone else, ma'am, or are you doing this for yourself? Yes. I, I call on behalf of my husband because he cannot speak English. He can only speak Indonesian. Okay. So I would need some kind of verbal confirmation that you're, he's allowing you to speak on his behalf. Okay. So I will translate him. He is here now. Is it okay? Yes, ma'am. Yeah. Uh, he is here, so I can, uh, translate him. Uh-huh. I ask him, uh, the, the four number of, uh, his SS, but I think he forgot. . . The four number. He tried to remember the four number, uh, for his SS number. . Ah. So he didn't, uh, he cannot remember. So maybe it's better if we call again tomorrow. Okay. So you, you, um, you have 30 days from the date you receive your first paycheck to get enrolled. Yeah. Uh-huh. Okay. So, um, may I know, uh, for the ben-, uh, what is for the benefit that, uh, that you can ask? Just tell, I mean, could you explain- So they offer y- they offer him medical, they offer him medical, free Rx, dental, short-term disability, life insurance- Mm-hmm. ... vision, critical illness, group accident, preventative care. Oh, okay. Perfect. So now I, I understand now. So, uh, yeah, I think, uh, we will call again tomorrow. I'm so sorry about this. No, no. You're fine, ma'am. Because he cannot remember. So tomorrow I, we just, um, uh, give our four number. Okay? That's it? So it's, I think, I think it's another way. I was just asking for the four, last four so I can find his SS. Yeah. Okay. All right. It's okay. So, uh, we will call again tomorrow. Okay. Well, is there anything else I can help you with today, ma'am? Uh, that's it. Thank you for everything. Appreciate that. Okay. So I will call again tomorrow. Thank you. Have a good day. You too. Thank you. Okay. Bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi. Uh, I'm Reggie Mascot. Uh, I got a message from you to-

Speaker speaker\_1: I can barely hear you, ma'am.

Speaker speaker\_2: Hello? How about now?

Speaker speaker\_1: I can barely understand you. I can barely understand you, ma'am.

Speaker speaker\_2: Okay, okay. So, for the free paycheck, uh, enroll, right? Hello?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Yeah. I'm calling regarding to, uh, the message that you sent us about the 30 days from our paycheck to enroll in benefits.

Speaker speaker\_1: All right. What staffing company do you work for?

Speaker speaker\_2: Uh, we work, uh, in, uh, B- Bemak USA.

Speaker speaker\_1: What was the name of the staffing company, ma'am?

Speaker speaker\_2: The company name?

Speaker speaker\_1: The staffing company.

Speaker speaker\_2: Oh. Okay. The agent is Partner Personnel and the company is Bemak dot, uh, USA.

Speaker speaker\_1: All right. So are you wanting to get enrolled into the health insurance offered through Partners Personnel?

Speaker speaker\_2: Um, yeah. I, I just want to, can I, can I know first for the, the benefit is?

Speaker speaker\_1: Yeah. You want me to send you a benefits guide?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: What's the last four of your social, ma'am?

Speaker speaker\_2: The social? Sorry. Because I cannot hear you clear enough.

Speaker speaker\_1: The last four of your social.

Speaker speaker\_2: The last? Four what?

Speaker speaker\_1: The last four numbers of your social.

Speaker speaker\_2: Oh, just a minute please.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Hmm. Just a minute. Ji, ji, Reggie. Jimmy. .

Speaker speaker\_3: .

Speaker speaker\_2: . . .

Speaker speaker\_3: Yeah. That's true. Yeah, that's true.

Speaker speaker\_2: .

Speaker speaker\_1: Are you calling on behalf of someone else, ma'am, or are you doing this for yourself?

Speaker speaker\_2: Yes. I, I call on behalf of my husband because he cannot speak English. He can only speak Indonesian.

Speaker speaker\_1: Okay. So I would need some kind of verbal confirmation that you're, he's allowing you to speak on his behalf.

Speaker speaker\_2: Okay. So I will translate him. He is here now. Is it okay?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Yeah. Uh, he is here, so I can, uh, translate him. Uh-huh. I ask him, uh, the, the four number of, uh, his SS, but I think he forgot. .

Speaker speaker\_3: .

Speaker speaker\_2: The four number. He tried to remember the four number, uh, for his SS number.

Speaker speaker\_3: .

Speaker speaker\_2: Ah. So he didn't, uh, he cannot remember. So maybe it's better if we call again tomorrow.

Speaker speaker\_1: Okay. So you, you, um, you have 30 days from the date you receive your first paycheck to get enrolled.

Speaker speaker\_2: Yeah. Uh-huh. Okay. So, um, may I know, uh, for the ben-, uh, what is for the benefit that, uh, that you can ask? Just tell, I mean, could you explain-

Speaker speaker\_1: So they offer y- they offer him medical, they offer him medical, free Rx, dental, short-term disability, life insurance-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... vision, critical illness, group accident, preventative care.

Speaker speaker\_2: Oh, okay. Perfect. So now I, I understand now. So, uh, yeah, I think, uh, we will call again tomorrow. I'm so sorry about this.

Speaker speaker\_1: No, no. You're fine, ma'am.

Speaker speaker\_2: Because he cannot remember. So tomorrow I, we just, um, uh, give our four number. Okay? That's it?

Speaker speaker\_1: So it's, I think, I think it's another way. I was just asking for the four, last four so I can find his SS.

Speaker speaker\_2: Yeah. Okay. All right. It's okay. So, uh, we will call again tomorrow.

Speaker speaker\_1: Okay. Well, is there anything else I can help you with today, ma'am?

Speaker speaker\_2: Uh, that's it. Thank you for everything. Appreciate that. Okay. So I will call again tomorrow. Thank you. Have a good day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_2: Okay. Bye.

Speaker speaker\_1: Bye.