

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hey, Malcolm, how's it going? I wanted to make some adjustments to my benefits for my, um, for my company. For my, uh, I mean, I'm sorry, for my job. All right. What staffing company do you work for? Uh, I'm working for BJSS. What's the last four of your social? Uh, 5648. First name? Alfred. Last name? Jackson. All right. For security purposes, can you verify your address and date of birth for me? Yeah. It's gonna be 1232 West 39th Street, Apartment B1, Los Angeles, 90037. And, um, my birthday is April 8th, 1987. Thank you. So yeah, your phone number is 310... I mean, 562-4870. Yeah. That's my number. And your email, I mean, your email is jacksonalfred1@yahoo.com? 1@yahoo... Yep. Mm-hmm. What type of changes were you looking to make? Um, so I have, um... I needed to take, uh, like... I don't know. I think I'm... What's my total that you guys are g- grab... taking per check? I said \$30.03. .63, three cents? \$30.03. Oh, \$30.03. And then what does that all include? Again, I forgot. You have the VIP standard, the dental, short-term disability, life insurance, vision and the group accident. Okay. I didn't put my children on there? No, sir. Okay. Oh, you put 'em on the life insurance only. That's the only one. O- I put 'em on a life insurance? Okay. Mm-hmm. Um, all right. I just want to make sure that with BJSS, they paying every two weeks or they paying weekly, biweekly? It says weekly. They pay weekly? Yes, sir. Okay. So, um... I'm trying to think. So I got... All right, that's cleared away. I just wanted to make sure that I got everything figured out. I think that's it. Uh, my, my kids, I have, um, my, my mom and dad and their mother's taking care of their insurance right now until I get a more permanent position. I just didn't want to add them on right now. Um, but, yeah, that was basically it. All right. Well, was there anything else I can help you with today, Mr. Jackson? No, that was it. Oh, and then are you guys... So you guys know how to handle the, uh, direct deposit, uh, stuff? Is that... I gotta call my regular, um- Yeah We don't do any of that. ... call in for help? Okay, gotcha. Okay. So yeah, that's, that's... That was it, man. I appreciate it. No problem, Mr. Jackson. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, sir. Okay, same. Thank you. Bye. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hey, Malcolm, how's it going? I wanted to make some adjustments to my benefits for my, um, for my company. For my, uh, I mean, I'm sorry, for my job.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Uh, I'm working for BJSS.

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

Speaker speaker_1: Uh, 5648.

Speaker speaker_0: First name?

Speaker speaker_1: Alfred.

Speaker speaker_0: Last name?

Speaker speaker_1: Jackson.

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

Speaker speaker_1: Yeah. It's gonna be 1232 West 39th Street, Apartment B1, Los Angeles, 90037. And, um, my birthday is April 8th, 1987.

Speaker speaker_0: Thank you. So yeah, your phone number is 310... I mean, 562-4870.

Speaker speaker_1: Yeah. That's my number.

Speaker speaker_0: And your email, I mean, your email is jacksonalfred1@yahoo.com?

Speaker speaker_1: 1@yahoo... Yep.

Speaker speaker_0: Mm-hmm. What type of changes were you looking to make?

Speaker speaker_1: Um, so I have, um... I needed to take, uh, like... I don't know. I think I'm... What's my total that you guys are g- grab... taking per check?

Speaker speaker_0: I said \$30.03.

Speaker speaker_1: .63, three cents?

Speaker speaker_0: \$30.03.

Speaker speaker_1: Oh, \$30.03. And then what does that all include? Again, I forgot.

Speaker speaker_0: You have the VIP standard, the dental, short-term disability, life insurance, vision and the group accident.

Speaker speaker_1: Okay. I didn't put my children on there?

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Oh, you put 'em on the life insurance only. That's the only one.

Speaker speaker_1: O- I put 'em on a life insurance? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, all right. I just want to make sure that with BJSS, they paying every two weeks or they paying weekly, biweekly?

Speaker speaker_0: It says weekly.

Speaker speaker_1: They pay weekly?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. So, um... I'm trying to think. So I got... All right, that's cleared away. I just wanted to make sure that I got everything figured out. I think that's it. Uh, my, my kids, I have, um, my, my mom and dad and their mother's taking care of their insurance right now until I get a more permanent position. I just didn't want to add them on right now. Um, but, yeah, that was basically it.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Jackson?

Speaker speaker_1: No, that was it. Oh, and then are you guys... So you guys know how to handle the, uh, direct deposit, uh, stuff? Is that... I gotta call my regular, um-

Speaker speaker_0: Yeah We don't do any of that.

Speaker speaker_1: ... call in for help? Okay, gotcha. Okay. So yeah, that's, that's... That was it, man. I appreciate it.

Speaker speaker_0: No problem, Mr. Jackson. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, sir.

Speaker speaker_1: Okay, same. Thank you. Bye.

Speaker speaker_0: Thank you.