

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hello. Um, I would like to know more information about my current benefits. What staffing company do you work for? I'm on- North Staffing Group. Did you say North Staffing Group? Yeah, North Staffing Group. Do you have another name? North. Okay. So last four of your Social? 7223. First name? Nilfa. How do you spell that? N-I-L-F, as in flower, A. Last name? Monzon. M-O-N-Z-O-N. For security purposes, can you verify your address and date of birth for me? Nine, uh, uh, 9:40 Saint Nicholas Avenue, Apartment 6-I, New York, New York, 10032. My number is 917-302-9550. Now I need a date of birth. Uh, 4/27/'89. Thank you. You, you said it's New York, New York? Correct. So that's Manhattan. It's not Manhattan? It is, yeah, Manhattan, New York. Great. So yeah, your, can I get email as nilfamonzon@gmail.com? Correct. So it, it looks like you had a preventative care plan, the dental plan, the life insurance, the vision and the VIP Classing. Okay. And how much is the, the payment for that? It's \$46.87 a week. A week? Yes, ma'am. Oh. Okay, so that's every paycheck, that would be about \$85 or \$90 every two weeks? It'd be \$46.87 times two. Okay. No, it's every week. Yes, that's right. That's fine. Yeah, so that's 92. Okay. Um, gotcha. And, and, um, can you tell me a little bit more about the life insurance fund? What did you want to know, ma'am? What is covered? So life insurance is if you pass away. Okay, so how much is, um, the benefit for when I pay them? It's \$5,000, \$5,000 for you. Okay, so \$5,000. Um, gotcha. And then you said dental, eye, and medical as well. Is it all included or it's like...? And that's all inclusive, correct? What do you mean it's all included? Do you want something to drink? Everything that you mentioned is included for the \$46, correct? Yes, ma'am. Um, yes, ma'am. The, the preventative care, the dental, the life insurance, the vision and the medical, they're all... That's what makes the total \$46.87. Am I able to, uh, create my own package and remove certain things? Is there, like, a custom package that I can create? Do you guys offer that? So did you not select these plans? Um, I believe so. This was about a year ago. So I'm calling in to find out more information and be helped to, you know, be more informed. Yes, I, I selected it a year ago. Okay, so yeah, you're- I'm looking into if I can select or customize it. Yes, ma'am. Are you, so you're asking if you can make changes? Yes, ma'am, you can make changes to your coverage. And would I be able to do this online? Yes. Yes, you would have to go to mybiac.com/northstaffing. Okay. Thank you so much. No problem, Miss Nilfa Nilfa. Have a great day. Is there anything else I can help you with today? That would be all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello. Um, I would like to know more information about my current benefits.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: I'm on- North Staffing Group.

Speaker speaker_0: Did you say North Staffing Group?

Speaker speaker_1: Yeah, North Staffing Group.

Speaker speaker_0: Do you have another name?

Speaker speaker_1: North.

Speaker speaker_0: Okay. So last four of your Social?

Speaker speaker_1: 7223.

Speaker speaker_0: First name?

Speaker speaker_1: Nilfa.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: N-I-L-F, as in flower, A.

Speaker speaker_0: Last name?

Speaker speaker_1: Monzon. M-O-N-Z-O-N.

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

Speaker speaker_1: Nine, uh, uh, 9:40 Saint Nicholas Avenue, Apartment 6-I, New York, New York, 10032. My number is 917-302-9550.

Speaker speaker_0: Now I need a date of birth.

Speaker speaker_1: Uh, 4/27/'89.

Speaker speaker_0: Thank you. You, you said it's New York, New York?

Speaker speaker_1: Correct.

Speaker speaker_0: So that's Manhattan. It's not Manhattan?

Speaker speaker_1: It is, yeah, Manhattan, New York.

Speaker speaker_0: Great. So yeah, your, can I get email as nilfamonzon@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: So it, it looks like you had a preventative care plan, the dental plan, the life insurance, the vision and the VIP Classing.

Speaker speaker_1: Okay. And how much is the, the payment for that?

Speaker speaker_0: It's \$46.87 a week.

Speaker speaker_1: A week?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Oh. Okay, so that's every paycheck, that would be about \$85 or \$90 every two weeks?

Speaker speaker_0: It'd be \$46.87 times two.

Speaker speaker_1: Okay. No, it's every week.

Speaker speaker_2: Yes, that's right. That's fine.

Speaker speaker_1: Yeah, so that's 92. Okay. Um, gotcha. And, and, um, can you tell me a little bit more about the life insurance fund?

Speaker speaker_0: What did you want to know, ma'am?

Speaker speaker_1: What is covered?

Speaker speaker_0: So life insurance is if you pass away.

Speaker speaker_1: Okay, so how much is, um, the benefit for when I pay them?

Speaker speaker_0: It's \$5,000, \$5,000 for you.

Speaker speaker_1: Okay, so \$5,000. Um, gotcha. And then you said dental, eye, and medical as well.

Speaker speaker_2: Is it all included or it's like...?

Speaker speaker_1: And that's all inclusive, correct?

Speaker speaker_0: What do you mean it's all included?

Speaker speaker_2: Do you want something to drink?

Speaker speaker_1: Everything that you mentioned is included for the \$46, correct?

Speaker speaker_0: Yes, ma'am. Um, yes, ma'am. The, the preventative care, the dental, the life insurance, the vision and the medical, they're all... That's what makes the total \$46.87.

Speaker speaker_1: Am I able to, uh, create my own package and remove certain things? Is there, like, a custom package that I can create? Do you guys offer that?

Speaker speaker_0: So did you not select these plans?

Speaker speaker_1: Um, I believe so. This was about a year ago. So I'm calling in to find out more information and be helped to, you know, be more informed. Yes, I, I selected it a year ago.

Speaker speaker_0: Okay, so yeah, you're-

Speaker speaker_1: I'm looking into if I can select or customize it.

Speaker speaker_0: Yes, ma'am. Are you, so you're asking if you can make changes? Yes, ma'am, you can make changes to your coverage.

Speaker speaker_1: And would I be able to do this online?

Speaker speaker_0: Yes. Yes, you would have to go to mybiac.com/northstaffing.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem, Miss Nilfa Nilfa.

Speaker speaker_1: Have a great day.

Speaker speaker_0: Is there anything else I can help you with today?

Speaker speaker_1: That would be all. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye-bye.