

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 Cart. This is Malcolm. How can I help you? Hi. Um, I, um, currently am working with Snack King through Partners Personnel and I was, uh, texted to sign up for benefits before my first 30 days. All right. So, were y- you said it was Partners Personnel? Yep. Okay, so you want to get enrolled into the coverage? You want to get information? Um, I want to, uh, well, get information first, I guess, and then, um, go from there. All right. What's the last four of your social? Uh, 2062. First name? Skyler. You say Tyler? Skyler with an S. Last name? Birksem. B-I-R-K-S-E-M. For security purposes, can you verify your address and date of birth for me? Uh, 217 West South Street, and my birthdate is 12/18/02. I need to see state, zip code as well. Uh, state is Illinois, um, 61032 is the ZIP code, or 61062, sorry. Okay. Excuse me. Can I get a phone number, 815-275-3590? That's correct. Can I get email at skylerdir2002@yahoo.com? Correct. Yeah. So, w- you'd like me to send you a benefits guide? Uh, sure. All right. And, um, did you have any questions? Um, no. This i- Well, I guess yes and no. But, um, are your guys' benefits any different than the ones that they're going to end up offering me at Snack King, or...? I wouldn't know because we're- Are there- I wouldn't know 'cause we're, we're not a benefits, we're not a carrier. We're just a plan administrator for health insurance with Staffing Company. Okay. All right. Um, I guess I will look over what you sent me, and then I will figure that out with my supervisor, though. Okay. I just sent you that benefits guide. Were you able to receive it? Um, give me one second. I'm trying to get it to load. Oh, man. Sometimes it does go to your spam folder as well. Okay. Um... I don't have anything in my spam. Um, I think it's just taking forever. Um, it's just loading. I'm gonna try and pull it up on my laptop here really quick. Sure, you're fine. On my phone. Okay. Oh, there we go. I got it. All right. W- was there anything else I could help you with today, Mr. Skyler? Um, I do not believe so. All right. There's nothing else. Thanks for calling Benefits in a Cart. I hope you have a great rest of your day. Well, thank you. Mm-hmm, mm-hmm. No problem. Okay. 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 Cart. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Um, I, um, currently am working with Snack King through Partners Personnel and I was, uh, texted to sign up for benefits before my first 30 days.

Speaker speaker_1: All right. So, were y- you said it was Partners Personnel?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay, so you want to get enrolled into the coverage? You want to get information?

Speaker speaker_2: Um, I want to, uh, well, get information first, I guess, and then, um, go from there.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: Uh, 2062.

Speaker speaker_1: First name?

Speaker speaker_2: Skyler.

Speaker speaker_1: You say Tyler?

Speaker speaker_2: Skyler with an S.

Speaker speaker_1: Last name?

Speaker speaker_2: Birksem. B-I-R-K-S-E-M.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 217 West South Street, and my birthdate is 12/18/02.

Speaker speaker_1: I need to see state, zip code as well.

Speaker speaker_2: Uh, state is Illinois, um, 61032 is the ZIP code, or 61062, sorry.

Speaker speaker_1: Okay. Excuse me. Can I get a phone number, 815-275-3590?

Speaker speaker_2: That's correct.

Speaker speaker_1: Can I get email at skylerdir2002@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Yeah. So, w- you'd like me to send you a benefits guide?

Speaker speaker_2: Uh, sure.

Speaker speaker_1: All right. And, um, did you have any questions?

Speaker speaker_2: Um, no. This i- Well, I guess yes and no. But, um, are your guys' benefits any different than the ones that they're going to end up offering me at Snack King, or...?

Speaker speaker_1: I wouldn't know because we're-

Speaker speaker_2: Are there-

Speaker speaker_1: I wouldn't know 'cause we're, we're not a benefits, we're not a carrier. We're just a plan administrator for health insurance with Staffing Company.

Speaker speaker_2: Okay. All right. Um, I guess I will look over what you sent me, and then I will figure that out with my supervisor, though.

Speaker speaker_1: Okay. I just sent you that benefits guide. Were you able to receive it?

Speaker speaker_2: Um, give me one second. I'm trying to get it to load. Oh, man.

Speaker speaker_1: Sometimes it does go to your spam folder as well.

Speaker speaker_2: Okay. Um... I don't have anything in my spam. Um, I think it's just taking forever. Um, it's just loading. I'm gonna try and pull it up on my laptop here really quick.

Speaker speaker_1: Sure, you're fine.

Speaker speaker_2: On my phone. Okay. Oh, there we go. I got it.

Speaker speaker_1: All right. W- was there anything else I could help you with today, Mr. Skyler?

Speaker speaker_2: Um, I do not believe so.

Speaker speaker_1: All right. There's nothing else. Thanks for calling Benefits in a Cart. I hope you have a great rest of your day.

Speaker speaker_2: Well, thank you. Mm-hmm, mm-hmm.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay. Bye.