

## **Transcript: Malcolm**

**Nash-6385342313611264-5782733806583808**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, I work for, um, Personal, Person- Part- Personnel and I want to get insurance. What was the last four of your social? 4106. First name? Devontay Pulley. Well, Devontay. For security purposes, can you verify your address and date of birth for me? 3313 Robinson Road, Learned, South Carolina 050493-1993. Thank you, so we got your phone number 864-715-8201. Yes, sir. And I get emails at devontaypulley43@gmail.com. Yes, sir. And what type of coverage were you wanting to get enrolled into? Insurance. Um, um, insurance for the job. So what type of insurance? They offer medical, PRX, dental, short term disability, life insurance, vision, critical illness, group accident and preventative care. I want life insurance. You said life insurance? Yeah. And was that the only thing that you're interested in? Um, say it again. Was that the only thing that you're interested in? Yes, sir. Right. So life insurance will be \$2.11. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, sir. Oh, I can get health insurance too? Yes, sir. That's why I was asking if that was the only thing that you wanted. Let me... I'ma have to cancel that. if you want one. No, no, never mind. I just want, I just want the, um, the, um, life insurance. That's it? Yes, sir. Thanks for being a beneficiary for the life insurance policy. I will just need a first name and last name and their relationship to you. Kathy Pulley, my mother. Is that K-A-T-H-Y? Yes, sir. I got that in the system. Right, so the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Okay, thank you. No problem, Mr. Pulley. Was there anything else I can help you with today? No, that's it. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great day. You too. Take care. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hey, I work for, um, Personal, Person- Part- Personnel and I want to get insurance.

Speaker speaker\_2: What was the last four of your social?

Speaker speaker\_1: 4106.

Speaker speaker\_2: First name?

Speaker speaker\_1: Devontay Pulley. Well, Devontay.

Speaker speaker\_2: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 3313 Robinson Road, Learned, South Carolina 050493-1993.

Speaker speaker\_2: Thank you, so we got your phone number 864-715-8201.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: And I get emails at devontaypulley43@gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: And what type of coverage were you wanting to get enrolled into?

Speaker speaker\_1: Insurance. Um, um, insurance for the job.

Speaker speaker\_2: So what type of insurance? They offer medical, PRX, dental, short term disability, life insurance, vision, critical illness, group accident and preventative care.

Speaker speaker\_1: I want life insurance.

Speaker speaker\_2: You said life insurance?

Speaker speaker\_1: Yeah.

Speaker speaker\_2: And was that the only thing that you're interested in?

Speaker speaker\_1: Um, say it again.

Speaker speaker\_2: Was that the only thing that you're interested in?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Right. So life insurance will be \$2.11. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker\_1: Yes, sir. Oh, I can get health insurance too?

Speaker speaker\_2: Yes, sir. That's why I was asking if that was the only thing that you wanted. Let me... I'ma have to cancel that. if you want one.

Speaker speaker\_1: No, no, never mind. I just want, I just want the, um, the, um, life insurance.

Speaker speaker\_2: That's it?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Thanks for being a beneficiary for the life insurance policy. I will just need a first name and last name and their relationship to you.

Speaker speaker\_1: Kathy Pullley, my mother.

Speaker speaker\_2: Is that K-A-T-H-Y?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: I got that in the system. Right, so the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_2: No problem, Mr. Pulley. Was there anything else I can help you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_2: All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great day.

Speaker speaker\_1: You too.

Speaker speaker\_2: Take care.

Speaker speaker\_1: Bye.