

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi. Um, I just got, uh, like, employment through ManCan, and I was given this number to call to see about maybe getting some benefits. But I just wanted to see, like, what, what benefits are offered and, like, who's the insurance through? Yeah. So it's, it's health insurance. And the, the main carriers will be American Public Life, 90 Degree Benefits, and MetLife. Okay. And does that offer dental insurance too or just hea- just medical? Yes, ma'am. The m- the dental is offered through American Public Life. That's what the... Okay. 'Cause I'm, I'm not familiar with any of that. Um, is there a way to know, like, what it covers and, and how much you're paying for it? Yeah. Like, is there something you can send me? Yes. Um, yeah, what's the last four of your Social? Uh, my... 9527. First name? Sara. Last name? Olich. Okay. For security purposes, can you verify your address and date of birth for me? Yeah. It's, uh, 1535 Harrisburg Road Northeast, Canton, Ohio 44705. And my date of birth is 2/7/92. What's that address one more time for me? 1535 Harrisburg Road Northeast, Canton, Ohio 44705. Thank you. So we got to get your phone number. 330-917-9065. Uh, it should be 330-617-9065. So 617-9065, not 917? Right. That's correct. And the email is sara last name @yahoo.com? Uh, y- yeah, that's fine. I think I put Gmail for ManCan though. I don't... Should we change that if it's through ManCan@... Yeah. I can change it for you. Okay. It's still my first- I can change it. It's still my first and last name. It's Sara Olich, it's just @gmail.com instead of Yahoo. That's fine. I can, can change that for you. All right. You just need the benefits guide sent to you? Yeah. I would like that. And then if, if I do decide to go through with it, do I just call this number back to set it up or do you send me a link to set it up or how does that work? So you, you would call us back to get enrolled. Um, yeah. You would just call us back to get enrolled. Okay. Um, with that packet, or w- with whatever you're sending me, the guide, does it show, like, the amounts of what I would be paying for each? Um- Yes, ma'am. Okay. It has, like michigan. Perfect, perfect. Yes. I would appreciate that. Are you emailing that or, uh, sending it by mail? Email. I'm emailing it to the, to the email. Okay. Perfect. Uh, that's all I needed then. And then if it looks good, I'll be calling you back to set it up, but we'll see. I just want to check it out. Okay. So I just sent it. Can you verify you received that? Let's see. Hold on one second. Hmm, I haven't gotten it yet. Sometimes it does go to your spam folder. Yeah, I'm looking. No, it ain't in the spam yet either. So it'd be from info@benefitsinacard.com. Oh, there it is. It just popped up. All right. Well, was there anything else I could help you with today, Ms. Sara? Nope, that's it. I'm going to look this over and then see what I think, okay? All right. Well, just so you know, we're open to 8:00 PM Eastern Time. Perfect. Okay. Thank you so much. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your day. You too. Mm, bye-bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi. Um, I just got, uh, like, employment through ManCan, and I was given this number to call to see about maybe getting some benefits. But I just wanted to see, like, what, what benefits are offered and, like, who's the insurance through?

Speaker speaker_0: Yeah. So it's, it's health insurance. And the, the main carriers will be American Public Life, 90 Degree Benefits, and MetLife.

Speaker speaker_1: Okay. And does that offer dental insurance too or just hea- just medical?

Speaker speaker_0: Yes, ma'am. The m- the dental is offered through American Public Life.

Speaker speaker_1: That's what the... Okay. 'Cause I'm, I'm not familiar with any of that. Um, is there a way to know, like, what it covers and, and how much you're paying for it?

Speaker speaker_0: Yeah.

Speaker speaker_1: Like, is there something you can send me?

Speaker speaker_0: Yes. Um, yeah, what's the last four of your Social?

Speaker speaker_1: Uh, my... 9527.

Speaker speaker_0: First name?

Speaker speaker_1: Sara.

Speaker speaker_0: Last name?

Speaker speaker_1: Olich.

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

Speaker speaker_1: Yeah. It's, uh, 1535 Harrisburg Road Northeast, Canton, Ohio 44705. And my date of birth is 2/7/92.

Speaker speaker_0: What's that address one more time for me?

Speaker speaker_1: 1535 Harrisburg Road Northeast, Canton, Ohio 44705.

Speaker speaker_0: Thank you. So we got to get your phone number. 330-917-9065.

Speaker speaker_1: Uh, it should be 330-617-9065.

Speaker speaker_0: So 617-9065, not 917?

Speaker speaker_1: Right. That's correct.

Speaker speaker_0: And the email is sara last name @yahoo.com?

Speaker speaker_1: Uh, y- yeah, that's fine. I think I put Gmail for ManCan though. I don't... Should we change that if it's through ManCan@...

Speaker speaker_0: Yeah. I can change it for you.

Speaker speaker_1: Okay. It's still my first-

Speaker speaker_0: I can change it.

Speaker speaker_1: It's still my first and last name. It's Sara Olich, it's just @gmail.com instead of Yahoo.

Speaker speaker_0: That's fine. I can, can change that for you. All right. You just need the benefits guide sent to you?

Speaker speaker_1: Yeah. I would like that. And then if, if I do decide to go through with it, do I just call this number back to set it up or do you send me a link to set it up or how does that work?

Speaker speaker_0: So you, you would call us back to get enrolled. Um, yeah. You would just call us back to get enrolled.

Speaker speaker_1: Okay. Um, with that packet, or w- with whatever you're sending me, the guide, does it show, like, the amounts of what I would be paying for each? Um-

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay.

Speaker speaker_0: It has, like

Speaker speaker_2: michigan.

Speaker speaker_1: Perfect, perfect. Yes. I would appreciate that. Are you emailing that or, uh, sending it by mail?

Speaker speaker_0: Email. I'm emailing it to the, to the email.

Speaker speaker_1: Okay. Perfect. Uh, that's all I needed then. And then if it looks good, I'll be calling you back to set it up, but we'll see. I just want to check it out. Okay.

Speaker speaker_0: So I just sent it. Can you verify you received that?

Speaker speaker_1: Let's see. Hold on one second. Hmm, I haven't gotten it yet.

Speaker speaker_0: Sometimes it does go to your spam folder.

Speaker speaker_1: Yeah, I'm looking. No, it ain't in the spam yet either.

Speaker speaker_0: So it'd be from info@benefitsinacard.com.

Speaker speaker_1: Oh, there it is. It just popped up.

Speaker speaker_0: All right. Well, was there anything else I could help you with today, Ms. Sara?

Speaker speaker_1: Nope, that's it. I'm going to look this over and then see what I think, okay?

Speaker speaker_0: All right. Well, just so you know, we're open to 8:00 PM Eastern Time.

Speaker speaker_1: Perfect. Okay. Thank you so much.

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

Speaker speaker_1: You too. Mm, bye-bye.

Speaker speaker_0: Thank you. Bye.