

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, can you please check the card? This is not what I meant. Um, yes, I was just calling about the Benefits Center Card today. Oh, you want to get enrolled or you have questions? Um, actually, both. Um, what all is in the Benefits Center Card? Is like health insurance, like... Sorry, I would need to pull up your- What's the most- What staffing company do you work for? Innovative Staff Solutions. What's the last four of your social? 1342. First name? Dominic. Last name? Simpson. All right. For security purposes, can you verify your address and date of birth for me? 1216 Philips Avenue and 11/21/2002. And your city, state, zip code as well? 62702. And your city and state? Springfield, Illinois. Thank you. So we got your phone number, 217-836-7814. Correct. And your email is colock1121@gmail.com? Yep. Okay. So, it looks like you're already enrolled in some coverage. So like you're just waiting for the deduction to happen. Okay. So it looks like you have the Insure Plus Enhanced, which is a medical plan. You have the dental, the vision, group action, and then the ID experts. Okay. Is that all of them that I could've added to it? No, sir. There's more you could add it. Okay. Um, like what else? So outside of what you didn't get, you have the short-term disability, life insurance, preventative care, and that's it. Okay. So you got the short-term disability, life insurance, and preventative care. Okay. Um, could I do the life insurance? You want to add the life insurance? Yeah. Okay. Was there anything else that you wanted to add? No, sir. So with the life insurance added, your total will go up to \$33.93. Okay. So I do need a beneficiary, I do need a beneficiary for your life insurance policy. It would just be first name, last name, and their relationship to you. Um, I actually don't have a beneficiary right now. All right. So in your 20s, it can be anybody? Your mom, your dad, sister? Okay. Um- Really can't say maybe. Typically, we need to add, we have to add the beneficiary when you get enrolled. Okay. Um, you could do Destiny Fisher. Okay. Who is that mean? And then that is, that is my girlfriend. Thank you. All right. So please be... It doesn't look like any deductions have been taken yet. Please be advised- Um- ... that it will take one to two weeks for the changes to happen. It is possible to see a deduction at \$31.91 s- to 97 cents, but after two weeks, you'll see the new total that I told you was at \$33.93. Okay. And that'll just come right out of my paycheck, right? Yes, sir. It comes out weekly. Okay. And how do you spell Destiny? D-E-S-T-I-N-Y and then her last name is F-I-S-H-E-R. You said F-I-A... could you say your last name one more time? F-I-S, F-I-S-H-E-R. Yeah. All right. I got that added in, Mr. Simpson. Was there anything else that I can help you with today? Um, no. That would be all. Thank you. No problem. If there's nothing else, thanks for calling Benefits Center Card. I hope you have a great rest of your week. You too. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, can you please check the card? This is not what I meant.

Speaker speaker_2: Um, yes, I was just calling about the Benefits Center Card today.

Speaker speaker_1: Oh, you want to get enrolled or you have questions?

Speaker speaker_2: Um, actually, both. Um, what all is in the Benefits Center Card? Is like health insurance, like...

Speaker speaker_1: Sorry, I would need to pull up your-

Speaker speaker_2: What's the most-

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Innovative Staff Solutions.

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

Speaker speaker_2: 1342.

Speaker speaker_1: First name?

Speaker speaker_2: Dominic.

Speaker speaker_1: Last name?

Speaker speaker_2: Simpson.

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

Speaker speaker_2: 1216 Philips Avenue and 11/21/2002.

Speaker speaker_1: And your city, state, zip code as well?

Speaker speaker_2: 62702.

Speaker speaker_1: And your city and state?

Speaker speaker_2: Springfield, Illinois.

Speaker speaker_1: Thank you. So we got your phone number, 217-836-7814.

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is colock1121@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. So, it looks like you're already enrolled in some coverage. So like you're just waiting for the deduction to happen.

Speaker speaker_2: Okay.

Speaker speaker_1: So it looks like you have the Insure Plus Enhanced, which is a medical plan. You have the dental, the vision, group action, and then the ID experts.

Speaker speaker_2: Okay. Is that all of them that I could've added to it?

Speaker speaker_1: No, sir. There's more you could add it.

Speaker speaker_2: Okay. Um, like what else?

Speaker speaker_1: So outside of what you didn't get, you have the short-term disability, life insurance, preventative care, and that's it.

Speaker speaker_2: Okay.

Speaker speaker_1: So you got the short-term disability, life insurance, and preventative care.

Speaker speaker_2: Okay. Um, could I do the life insurance?

Speaker speaker_1: You want to add the life insurance?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Was there anything else that you wanted to add?

Speaker speaker_2: No, sir.

Speaker speaker_1: So with the life insurance added, your total will go up to \$33.93.

Speaker speaker_2: Okay.

Speaker speaker_1: So I do need a beneficiary, I do need a beneficiary for your life insurance policy. It would just be first name, last name, and their relationship to you.

Speaker speaker_2: Um, I actually don't have a beneficiary right now.

Speaker speaker_1: All right. So in your 20s, it can be anybody? Your mom, your dad, sister?

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Really can't say maybe. Typically, we need to add, we have to add the beneficiary when you get enrolled.

Speaker speaker_2: Okay. Um, you could do Destiny Fisher.

Speaker speaker_1: Okay. Who is that mean?

Speaker speaker_2: And then that is, that is my girlfriend.

Speaker speaker_1: Thank you. All right. So please be... It doesn't look like any deductions have been taken yet. Please be advised-

Speaker speaker_2: Um-

Speaker speaker_1: ... that it will take one to two weeks for the changes to happen. It is possible to see a deduction at \$31.91 s- to 97 cents, but after two weeks, you'll see the new total that I told you was at \$33.93.

Speaker speaker_2: Okay. And that'll just come right out of my paycheck, right?

Speaker speaker_1: Yes, sir. It comes out weekly.

Speaker speaker_2: Okay.

Speaker speaker_1: And how do you spell Destiny?

Speaker speaker_2: D-E-S-T-I-N-Y and then her last name is F-I-S-H-E-R.

Speaker speaker_1: You said F-I-A... could you say your last name one more time?

Speaker speaker_2: F-I-S, F-I-S-H-E-R.

Speaker speaker_1: Yeah. All right. I got that added in, Mr. Simpson. Was there anything else that I can help you with today?

Speaker speaker_2: Um, no. That would be all. Thank you.

Speaker speaker_1: No problem. If there's nothing else, thanks for calling Benefits Center Card. I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you.