

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi. Uh, I want to know more... uh, I- I want to know more about the benefits. I'm new working with, uh, Stella Something. Uh, I'm looking for health insurance, and, um, I don't know if maybe you can send me the information by email. Yes, ma'am. What's the last four of your social? 7334. You said 7324? 7334. 7334? Yeah. First name? Liliana. Did you say Liliana or Juliana? Liliana. L-I-L-I-A-N-A. All right. Last name? Hernandez. And for security purposes, can you verify your address and date of birth for me? 18/26/84. So your address and your date of birth, please. Ah, my address, sorry . Uh, 2721 Roverham Street, Prosper, Texas 75078. And your date of birth? April 26th, '84. '84 or '85? '04. You said April 26th, 1984? April 26th, '84. Yeah. Nice. And your phone number is 786-738-4718- Oh. I mean, 1-6-0. 1-6... 1-6-, yeah. And your email is L-I-L-I-H-Z-A-0 at gmail.com? Correct. And so you needed me to send you the benefits guide? Is that what you're requesting? Yeah, yeah. Uh, also I want to know if I, I can include in my insurance, health insurance, uh, my husband. Are you... Let's see. Stella, are y'all married? Yeah. I guess, y- yes, you'll be able to replicate him. Okay. All right. So that email's a good email to send your benefits guide to? Yeah. Please. Okay. Okay. Yeah. Nice. Excuse me. Hello? Yes, ma'am. So you should get... You should get an email from info@benefitsinthecard.com. Uh, one second. Let me check. Sometimes it does go to your spam folder as well. I didn't get email. You didn't try... So you said it's L-I-L-I-H-Z-A-0 at gmail.com? Yeah, that's correct. So you just... You say you just got it? Let me check. Yes, I got email. Thank you. No problem. Just so you know, you do have 30 days from the date you receive your first paycheck to get enrolled in the coverage. After those 30 days- Oh. ... you have, until company open enrollment period, you have to have a qualifying life event to get- Oh, okay. I ha- I... I have to do it by call or email? You can do it online or you can call us. Oh, okay. Nice. So thank you. No problem, Ms. Liliana. I hope you have a great rest of your week. Thanks for calling Benefits- You too. ... in the Card. You too. Thank you. Thank you.

### Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hi. Uh, I want to know more... uh, I- I want to know more about the benefits. I'm new working with, uh, Stella Something. Uh, I'm looking for health insurance, and, um, I don't know if maybe you can send me the information by email.

Speaker speaker\_0: Yes, ma'am. What's the last four of your social?

Speaker speaker\_1: 7334.

Speaker speaker\_0: You said 7324?

Speaker speaker\_1: 7334.

Speaker speaker\_0: 7334?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: First name?

Speaker speaker\_1: Liliana.

Speaker speaker\_0: Did you say Liliana or Juliana?

Speaker speaker\_1: Liliana. L-I-L-I-A-N-A.

Speaker speaker\_0: All right. Last name?

Speaker speaker\_1: Hernandez.

Speaker speaker\_0: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: 18/26/84.

Speaker speaker\_0: So your address and your date of birth, please.

Speaker speaker\_1: Ah, my address, sorry . Uh, 2721 Roverham Street, Prosper, Texas 75078.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: April 26th, '84.

Speaker speaker\_0: '84 or '85?

Speaker speaker\_1: '04.

Speaker speaker\_0: You said April 26th, 1984?

Speaker speaker\_1: April 26th, '84. Yeah.

Speaker speaker\_0: Nice. And your phone number is 786-738-4718-

Speaker speaker\_1: Oh.

Speaker speaker\_0: I mean, 1-6-0.

Speaker speaker\_1: 1-6... 1-6-, yeah.

Speaker speaker\_0: And your email is L-I-L-I-H-Z-A-0 at gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And so you needed me to send you the benefits guide? Is that what you're requesting?

Speaker speaker\_1: Yeah, yeah. Uh, also I want to know if I, I can include in my insurance, health insurance, uh, my husband.

Speaker speaker\_0: Are you... Let's see. Stella, are y'all married?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: I guess, y- yes, you'll be able to replicate him.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. So that email's a good email to send your benefits guide to?

Speaker speaker\_1: Yeah. Please.

Speaker speaker\_2: Okay. Okay. Yeah.

Speaker speaker\_0: Nice.

Speaker speaker\_1: Excuse me. Hello?

Speaker speaker\_0: Yes, ma'am. So you should get... You should get an email from [info@benefitsinthecard.com](mailto:info@benefitsinthecard.com).

Speaker speaker\_1: Uh, one second. Let me check.

Speaker speaker\_0: Sometimes it does go to your spam folder as well.

Speaker speaker\_1: I didn't get email.

Speaker speaker\_0: You didn't try... So you said it's L-I-L-I-H-Z-A-0 at gmail.com?

Speaker speaker\_1: Yeah, that's correct.

Speaker speaker\_0: So you just... You say you just got it?

Speaker speaker\_1: Let me check. Yes, I got email. Thank you.

Speaker speaker\_0: No problem. Just so you know, you do have 30 days from the date you receive your first paycheck to get enrolled in the coverage. After those 30 days-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... you have, until company open enrollment period, you have to have a qualifying life event to get-

Speaker speaker\_1: Oh, okay. I ha- I... I have to do it by call or email?

Speaker speaker\_0: You can do it online or you can call us.

Speaker speaker\_1: Oh, okay. Nice. So thank you.

Speaker speaker\_0: No problem, Ms. Liliana. I hope you have a great rest of your week.  
Thanks for calling Benefits-

Speaker speaker\_1: You too.

Speaker speaker\_0: ... in the Card.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: Thank you.