

Transcript: Sara

Marulanda-5192613105418240-4827055688171520

Full Transcript

Thank you for calling Benefits in a Car. My name is Sarah. May I have your name, please? Um, this is Jason Maxwell. Hello, Mr. Maxwell. How may I help you? Um, I was calling, um, to set up benefits, uh, through WSI. Okay. We are the administer-... eh, the administrators for the healthcare coverage for WSI, you say? Yeah. Uh, for WorldSmart, yes, sir. Yeah. Uh, and how can I help you? Do you need insurance? Yeah. I was calling to see... Um, I don't remember if I signed up for insurance through them. Okay. So how do you s-... how do you sign up through... insurance through WSI? Okay. Let me, let me check that for you. May I have, please, eh, the name of the... Well, you said WSI, right? Yep, WSI through Kalamazoo. Okay. Okay. And may I have the last four of your Social? 0855. Okay. 0855. Yep. And, eh, could you repeat your first name for me? Jason Maxwell. When did you start working with them? I st-... I, uh, start with Mann+Humble. I start on Monday. Okay, Mr. Jason. Are you sure if it i-... Are you sure the company's WSI? Yeah, that's the temp service I'm workin' for, but Mann+Humble's the one I'm working for, Mann+Humble in Kalamazoo. Mm. No, no, I can't find you under that name. Uh, WSI name is, eh, WorkForce. Yeah, WorkForce. Okay, give me a minute, please. Um... checking here something. Okay, sir. I'll find you. Okay, Mr. Jason Maxwell, right? Yep, yep. And just for security purposes, sir, can you please verify your address and date of birth? 54540 Orchard Lane in North Hempapa, Michigan. And your date of birth? And what else? Your date of birth? 10/30/1975. Okay, sir. And, eh, is your phone number 269-377-6021? Yep. Okay. And we don't have any email address here for you. Would you like to pro-... to provide us with an email address? Um, maxwell, M-A-X-W-E-L-L-B-B17@gmail.com. So we got M-A-X-W-E-L-L-B-B1-7@gmail.com? Yep. Okay. Eh, was already added. Okay. Um, you are enrolled on a plan called a VIP Classic, which is medical- Okay. ... for employee plus their spouse. You get dental for employee plus their spouse, vision for employee plus their spouse, and short-term disability for employee only. Okay. Does that include dental? Okay. Emm... Give me a minute while I get that, uh. 'Cause I need dental insurance. Yes. You got dental here, but I'm gonna explain you that dental, um, plan. Give me a minute. I'm just downloading the information. Okay. I'm so sorry. It's taking forever and the information it download wasn't the correct one. Well, that's weird. Okay. Yes. I mean, it, it came down but in, um, Spanish, another language. Oh, well. So what do you need? Oh. Okay, now I already got it. Okay, your, uh, dental benefits, if you're going for preventive, they're gonna cover you 100%. Preventive is like a cleaning. If you go for the- Okay. ... basic... if you go in for the basic non-surgical extraction, basic restoration, X-rays, they will cover 80% after \$50 deductible and the annual maximum coverage will be 500... \$750. Okay. Could... Is there any way you can email me that? Oh, yeah, sure. Sure, I will do that. Um... okay, it will take me, like, 10, 15 minutes for me to send it- Okay, that's- After that, I will send it, okay? Okay, that's fine. Okay. And, Mr. Maxwell, um, do you have any other

questions for us? That's for two people, right? Yes, for employee plus their spouse. Okay, okay. That's what I need. And we have a brandie dar? Yep. Okay, so yes. Is there anything else that I can help you with- Nope. ... sir? Nope, that's it. All righty, Mr. Maxwell. Okay, so thank you for calling Benefits in a Car. I wish you to have a wonderful day, sir. Okay, thank you. Thank you. Mm, bye-bye. Bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Car. My name is Sarah. May I have your name, please? Um, this is Jason Maxwell. Hello, Mr. Maxwell. How may I help you? Um, I was calling, um, to set up benefits, uh, through WSI. Okay. We are the administer-... eh, the administrators for the healthcare coverage for WSI, you say? Yeah. Uh, for WorldSmart, yes, sir. Yeah. Uh, and how can I help you? Do you need insurance? Yeah. I was calling to see... Um, I don't r- remember if I signed up for insurance through them. Okay. So how do you s-... how do you sign up through... insurance through WSI? Okay. Let me, let me check that for you. May I have, please, eh, the name of the... Well, you said WSI, right? Yep, WSI through Kalamazoo. Okay. Okay. And may I have the last four of your Social? 0855. Okay. 0855. Yep. And, eh, could you repeat your first name for me? Jason Maxwell. When did you start working with them? I st-... I, uh, start with Mann+Humble. I start on Monday. Okay, Mr. Jason. Are you sure if it i-... Are you sure the company's WSI? Yeah, that's the temp service I'm workin' for, but Mann+Humble's the one I'm working for, Mann+Humble in Kalamazoo. Mm. No, no, I can't find you under that name. Uh, WSI name is, eh, WorkForce. Yeah, WorkForce. Okay, give me a minute, please. Um... checking here something. Okay, sir. I'll find you. Okay, Mr. Jason Maxwell, right? Yep, yep. And just for security purposes, sir, can you please verify your address and date of birth? 54540 Orchard Lane in North Hempapa, Michigan. And your date of birth? And what else? Your date of birth? 10/30/1975. Okay, sir. And, eh, is your phone number 269-377-6021? Yep. Okay. And we don't have any email address here for you. Would you like to pro-... to provide us with an email address? Um, maxwell, M-A-X-W-E-L-L-B-B17@gmail.com. So we got M-A-X-W-E-L-L-B-B1-7@gmail.com? Yep. Okay. Eh, was already added. Okay. Um, you are enrolled on a plan called a VIP Classic, which is medical- Okay. ... for employee plus their spouse. You get dental for employee plus their spouse, vision for employee plus their spouse, and short-term disability for employee only. Okay. Does that include dental? Okay. Emm... Give me a minute while I get that, uh. 'Cause I need dental insurance. Yes. You got dental here, but I'm gonna explain you that dental, um, plan. Give me a minute. I'm just downloading the information. Okay. I'm so sorry. It's taking forever and the information it download wasn't the correct one. Well, that's weird. Okay. Yes. I mean, it, it came down but in, um, Spanish, another language. Oh, well. So what do you need? Oh. Okay, now I already got it. Okay, your, uh, dental benefits, if you're going for preventive, they're gonna cover you 100%. Preventive is like a cleaning. If you go for the- Okay. ... basic... if you go in for the basic non-surgical extraction, basic restoration, X-rays, they will cover 80% after \$50 deductible and the annual maximum coverage will be 500... \$750. Okay. Could... Is there any way you can email me that? Oh, yeah, sure. Sure, I will do that. Um... okay, it will take me, like, 10, 15 minutes for me to send it- Okay, that's- After that, I will send it, okay? Okay, that's fine. Okay. And, Mr. Maxwell, um, do you have any other

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