

## Transcript: Malcolm

Nash-4519472997908480-6370818919284736

### Full Transcript

... benefits in a car. Hey. This is how can I help you? Yes, I have a question. Okay, I just got a text from y'all saying that, "Congratulations on your job for HPC." Mm-hmm. "You have 30 days for the first enrollment, I mean, pay, uh, paycheck to enroll." I'm trying to see, is this now a scam or? What staffing company do you work for? HPC, called here, here. Yeah, so that's a automatic text that goes out to all the new hires congratulating them on their job and letting them know they have 30 days to get enrolled into their health insurance offer through HPC. Okay. So this is not a scam or? No, ma'am, it's the automatic text. It goes out to the new hires. Okay, I was just making sure because I had got, um, a lot of messages and stuff with, uh, 1-800 numbers. Mm-hmm. I basically wasn't a fan. Ma'am, you received that message, it's most likely 'cause you're a new hire with this, with this staffing company and they just wanted to let you know about your enrollment process. Okay. Well, I do have, um, insurance. Well, you don't have to- I do have it, so I'm just trying to basically... You don't have to get enrolled. They don't auto-enroll you. It's just that, that message is to let you know if you want, if, if you're interested. Okay, what are the benefits? Uh, I- let me ask you that question. Like medical, dental, short-term disability. I would have to pull up the list. They be picking out weekly. Okay, okay, okay. So you said medical, dental, long-term, short-term, then there's... Not long-term. But... Let's see. Give me one moment while I'm pulling benefits for that. Okay. You wanna see it one at a time? One, one, one moment. Huh? Because he, only one we had when he got that, um, settled the other day. He said he won the, he won the game. But he didn't have it. He thought, he thought that's my money. Yeah, that's, that's, that's... Don't buy. Oh, he talking about when you was at my house. Can I take that, ma'am? No, you wait. Let her hear what she saying here. Yes, ma'am. I mean, yes, sir. I'm still here. And they offer you medical, let's see, dental, short-term disability, group accident, vision, life insurance, behavior health, and, uh, ID/extras. Oh, so... I don't hear something. Okay. I don't hear. So you said medical, dental- You just made me think. ... and then... You go. ... vision. Look at me, like, mid. Okay, okay, okay. Girl, don't come at me. Okay. Yeah, don't go "vision," girl, for me to be doing. Okay, okay. Well, I was just trying to see what, what, it was a scam or not. But I do have, um, medicals, Medicaid and BlueCross. All right. Well, was there anything else I could help you with today? No, sir. That was all. Okay. If there's nothing else, things to come, benefits in the car. I hope you have a great rest of your week. You too. Thank you.

### Conversation Format

Speaker speaker\_0: ... benefits in a car.

Speaker speaker\_1: Hey.

Speaker speaker\_0: This is how can I help you?

Speaker speaker\_1: Yes, I have a question. Okay, I just got a text from y'all saying that, "Congratulations on your job for HPC."

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: "You have 30 days for the first enrollment, I mean, pay, uh, paycheck to enroll." I'm trying to see, is this now a scam or?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: HPC, called here, here.

Speaker speaker\_0: Yeah, so that's a automatic text that goes out to all the new hires congratulating them on their job and letting them know they have 30 days to get enrolled into their health insurance offer through HPC.

Speaker speaker\_1: Okay. So this is not a scam or?

Speaker speaker\_0: No, ma'am, it's the automatic text. It goes out to the new hires.

Speaker speaker\_1: Okay, I was just making sure because I had got, um, a lot of messages and stuff with, uh, 1-800 numbers.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I basically wasn't a fan.

Speaker speaker\_0: Ma'am, you received that message, it's most likely 'cause you're a new hire with this, with this staffing company and they just wanted to let you know about your enrollment process.

Speaker speaker\_1: Okay. Well, I do have, um, insurance.

Speaker speaker\_0: Well, you don't have to-

Speaker speaker\_1: I do have it, so I'm just trying to basically...

Speaker speaker\_0: You don't have to get enrolled. They don't auto-enroll you. It's just that, that message is to let you know if you want, if, if you're interested.

Speaker speaker\_1: Okay, what are the benefits? Uh, I- let me ask you that question.

Speaker speaker\_0: Like medical, dental, short-term disability. I would have to pull up the list. They be picking out weekly.

Speaker speaker\_1: Okay, okay, okay. So you said medical, dental, long-term, short-term, then there's...

Speaker speaker\_0: Not long-term.

Speaker speaker\_1: But...

Speaker speaker\_0: Let's see. Give me one moment while I'm pulling benefits for that.

Speaker speaker\_1: Okay. You wanna see it one at a time?

Speaker speaker\_2: One, one, one moment.

Speaker speaker\_1: Huh?

Speaker speaker\_2: Because he, only one we had when he got that, um, settled the other day. He said he won the, he won the game. But he didn't have it.

Speaker speaker\_3: He thought, he thought that's my money.

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

Speaker speaker\_2: Don't buy.

Speaker speaker\_3: Oh, he talking about when you was at my house.

Speaker speaker\_0: Can I take that, ma'am?

Speaker speaker\_2: No, you wait. Let her hear what she saying here.

Speaker speaker\_1: Yes, ma'am. I mean, yes, sir. I'm still here.

Speaker speaker\_0: And they offer you medical, let's see, dental, short-term disability, group accident, vision, life insurance, behavior health, and, uh, ID/extras.

Speaker speaker\_3: Oh, so...

Speaker speaker\_2: I don't hear something.

Speaker speaker\_3: Okay.

Speaker speaker\_2: I don't hear.

Speaker speaker\_3: So you said medical, dental-

Speaker speaker\_2: You just made me think.

Speaker speaker\_3: ... and then...

Speaker speaker\_2: You go.

Speaker speaker\_3: ... vision.

Speaker speaker\_2: Look at me, like, mid.

Speaker speaker\_3: Okay, okay, okay.

Speaker speaker\_2: Girl, don't come at me.

Speaker speaker\_3: Okay.

Speaker speaker\_2: Yeah, don't go "vision," girl, for me to be doing.

Speaker speaker\_3: Okay, okay. Well, I was just trying to see what, what, it was a scam or not. But I do have, um, medicals, Medicaid and BlueCross.

Speaker speaker\_0: All right. Well, was there anything else I could help you with today?

Speaker speaker\_3: No, sir. That was all. Okay.

Speaker speaker\_0: If there's nothing else, things to come, benefits in the car. I hope you have a great rest of your week.

Speaker speaker\_3: You too.

Speaker speaker\_0: Thank you.