

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Your momma's in the house. Benefits On The Card, this is Malcolm, how can I help you? Hey, um, Malcolm. This is Nykema Prince and I'm calling to, uh, set up my insurance. What staffing company do you work for? WorkSmart. The last four of your social? 4389. First name? Nykema. Are you a brand new hire? Yeah. I just started, uh, last Thursday. You said your last four is 4389? Yes, sir. 4389. I'm just gonna have to add you in the system. What's your full social? 417-53-4389. You said 417-53-4389? Yes, sir. Can you tell me how you spell your first name? N-Y-K-E-M-A. And your last name? Prince. P-R-I-N-C-E. Okay. Let's look at an address for you. Um, 4801 Cypress Creek Avenue East, Tuscaloosa, Alabama 35405. You said 35405? Yes, sir. And what was the city? Tuscaloosa. How do you spell that? T-U-S-C-A-L-O-O-S-A. And you said 4801 Cypress Creek A- Ave East? Yes. It's an apartment, 1511. Is the, is Cypress spelled C-Y-P-R-E-S-S? Yes, sir. Thank you. And your date of birth? 03/21/2001. Thank you. And an email? Nykema.p@yahoo.com. You said Nykema.p@Yahoo.com? Yes, sir. And your phone number? 205-200-4487. Is that 205-200-4487? Yes, sir. Okay. Uh, what type of coverage were you looking to get enrolled into? Um, I wanna do health, vision and dental. Right. So from medical they offer you two different plans. They offer you the VIP Classic and the VIP Basic. The Basic is \$16.68. The Classic is \$20.60. Uh, what's the difference between the two? Only difference between the two is with the Classic they give you a little bit more money, and it covers a little bit more. Okay. And you said the Classic is? \$20.06. I'll do that one. Okay. So you just want the medical, dental and vision and that's it? Mm-hmm. Yes, sir. Was there anything else that you're interested in- Or what other, um, what other, um, insurances do you all have? So they offer you free Rx, short-term disability, life insurance, critical illness, group accident, preventative care, behavior health and prov- uh, identity fraud. How much is you all's life insurance? You mean how much does it pay out? Yeah. I'm sorry. Give me one moment. We need \$20,000. Um, nah, I'll just go with the, um, the ones that I picked out. And if, uh, I do end up changing my mind will I be able to call back and, um, get it? Yes. So you have 30 days to make any changes to get enrolled in whatever you would like, because you have your personal open enrollment window. But after 30 days you have to wait until a company open enrollment period, you have a qualifying life event. Okay. So you have the medical... You have the VIP Classic, the dental and the vision. Your total will be \$26.05. That'll be deducted weekly. Do you authorize your employer to make these deductions? I do. All right. So the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are shipped one to two weeks from the activation date. Okay. All right. Thank you. No problem, Ms. Prince. Was there anything else I can help you with today? That'll be all. All right. If there's nothing else, thanks

for calling Benefits On The Card. I hope you have a great rest of your weekend. All right. You, too. Thank you.

Conversation Format

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

Speaker speaker_1: Your momma's in the house.

Speaker speaker_0: Benefits On The Card, this is Malcolm, how can I help you?

Speaker speaker_1: Hey, um, Malcolm. This is Nykema Prince and I'm calling to, uh, set up my insurance.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: WorkSmart.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 4389.

Speaker speaker_0: First name?

Speaker speaker_1: Nykema.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yeah. I just started, uh, last Thursday.

Speaker speaker_0: You said your last four is 4389?

Speaker speaker_1: Yes, sir. 4389.

Speaker speaker_0: I'm just gonna have to add you in the system. What's your full social?

Speaker speaker_1: 417-53-4389.

Speaker speaker_0: You said 417-53-4389?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Can you tell me how you spell your first name?

Speaker speaker_1: N-Y-K-E-M-A.

Speaker speaker_0: And your last name?

Speaker speaker_1: Prince. P-R-I-N-C-E.

Speaker speaker_0: Okay. Let's look at an address for you.

Speaker speaker_1: Um, 4801 Cypress Creek Avenue East, Tuscaloosa, Alabama 35405.

Speaker speaker_0: You said 35405?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And what was the city?

Speaker speaker_1: Tuscaloosa.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: T-U-S-C-A-L-O-O-S-A.

Speaker speaker_0: And you said 4801 Cypress Creek A- Ave East?

Speaker speaker_1: Yes. It's an apartment, 1511.

Speaker speaker_0: Is the, is Cypress spelled C-Y-P-R-E-S-S?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. And your date of birth?

Speaker speaker_1: 03/21/2001.

Speaker speaker_0: Thank you. And an email?

Speaker speaker_1: Nykema.p@yahoo.com.

Speaker speaker_0: You said Nykema.p@Yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 205-200-4487.

Speaker speaker_0: Is that 205-200-4487?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Uh, what type of coverage were you looking to get enrolled into?

Speaker speaker_1: Um, I wanna do health, vision and dental.

Speaker speaker_0: Right. So from medical they offer you two different plans. They offer you the VIP Classic and the VIP Basic. The Basic is \$16.68. The Classic is \$20.60.

Speaker speaker_1: Uh, what's the difference between the two?

Speaker speaker_0: Only difference between the two is with the Classic they give you a little bit more money, and it covers a little bit more.

Speaker speaker_1: Okay. And you said the Classic is?

Speaker speaker_0: \$20.06.

Speaker speaker_1: I'll do that one.

Speaker speaker_0: Okay. So you just want the medical, dental and vision and that's it?

Speaker speaker_1: Mm-hmm. Yes, sir.

Speaker speaker_0: Was there anything else that you're interested in-

Speaker speaker_1: Or what other, um, what other, um, insurances do you all have?

Speaker speaker_0: So they offer you free Rx, short-term disability, life insurance, critical illness, group accident, preventative care, behavior health and prov- uh, identity fraud.

Speaker speaker_1: How much is you all's life insurance?

Speaker speaker_0: You mean how much does it pay out?

Speaker speaker_1: Yeah. I'm sorry.

Speaker speaker_0: Give me one moment. We need \$20,000.

Speaker speaker_1: Um, nah, I'll just go with the, um, the ones that I picked out. And if, uh, I do end up changing my mind will I be able to call back and, um, get it?

Speaker speaker_0: Yes. So you have 30 days to make any changes to get enrolled in whatever you would like, because you have your personal open enrollment window. But after 30 days you have to wait until a company open enrollment period, you have a qualifying life event.

Speaker speaker_1: Okay.

Speaker speaker_0: So you have the medical... You have the VIP Classic, the dental and the vision. Your total will be \$26.05. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_1: I do.

Speaker speaker_0: All right. So the enrollment process takes one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are shipped one to two weeks from the activation date.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, Ms. Prince. Was there anything else I can help you with today?

Speaker speaker_1: That'll be all.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits On The Card. I hope you have a great rest of your weekend.

Speaker speaker_1: All right. You, too.

Speaker speaker_0: Thank you.