

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Uh, I was calling because I had a text message saying that, um, I had like 30 days to, like, call y'all to, like, get enrolled or something 'cause, uh, I'm working with Partners Personnel. Right. Well, you wanna get enrolled into the health insurance offered through Partners Personnel? That they would... Um, is that what that is? Insurance? Yeah. For the health insurance offered through Partners Personnel? Oh. Um, I have insurance but I don't know about health insurance. What is that? So we're Benefits in the Car. We're a plan administrator for health insurance for staffing companies. Partners Personnel sent you that text to let you know that your window's closing to get enrolled into their health insurance offer through them. Oh. So what does that do? What does health insurance do? Well, they offer you plans. They offer you plans that cover doctors, hospitals and prescriptions and then they offer you another plan that's for wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative care services. Okay. All right. Does that sound- Um. ... where you're interested in, where you want to get enrolled? Uh, no, thank you. I just was calling because I had a text message about that. So I just- Yes. ... kind of like... I, I wanted to, for someone to, like, share me a little bit of info about what that was and all that. Did you want me to send you a benefits guide? Um, no, it's fine. I just was- Okay. ... uh, wondering what that was, so. All right. Well, was there anything else I could help you with today, sir? No, sir. That'll be all. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day, man. You too. Thank you. All right.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi. Uh, I was calling because I had a text message saying that, um, I had like 30 days to, like, call y'all to, like, get enrolled or something 'cause, uh, I'm working with Partners Personnel.

Speaker speaker_1: Right. Well, you wanna get enrolled into the health insurance offered through Partners Personnel?

Speaker speaker_2: That they would... Um, is that what that is? Insurance?

Speaker speaker_1: Yeah. For the health insurance offered through Partners Personnel?

Speaker speaker_2: Oh. Um, I have insurance but I don't know about health insurance. What is that?

Speaker speaker_1: So we're Benefits in the Car. We're a plan administrator for health insurance for staffing companies. Partners Personnel sent you that text to let you know that your window's closing to get enrolled into their health insurance offer through them.

Speaker speaker_2: Oh. So what does that do? What does health insurance do?

Speaker speaker_1: Well, they offer you plans. They offer you plans that cover doctors, hospitals and prescriptions and then they offer you another plan that's for wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women. Any preventative care services.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Does that sound-

Speaker speaker_2: Um.

Speaker speaker_1: ... where you're interested in, where you want to get enrolled?

Speaker speaker_2: Uh, no, thank you. I just was calling because I had a text message about that. So I just-

Speaker speaker_1: Yes.

Speaker speaker_2: ... kind of like... I, I wanted to, for someone to, like, share me a little bit of info about what that was and all that.

Speaker speaker_1: Did you want me to send you a benefits guide?

Speaker speaker_2: Um, no, it's fine. I just was-

Speaker speaker_1: Okay.

Speaker speaker_2: ... uh, wondering what that was, so.

Speaker speaker_1: All right. Well, was there anything else I could help you with today, sir?

Speaker speaker_2: No, sir. That'll be all. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day, man.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right.