

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hello, Malcolm. My name is Maria and I had a question. Um, I'm, um, was asked here by my employer to, uh, fill out the Benefits in a Card, and I have questions about plan options because I am not able to find it online. They, like, offer three plans; Stay Healthy with Standards and Stay Healthy Enhanced. And I'm curious where I can find some information what's included in those plan options. Can you say that again, ma'am? It was really hard for me to understand you just now. Okay, okay. Give me a moment. Is it better now? You're just talking really fast for me to... Okay, no problem, no problem. I will slow down. Uh, I was asking to, uh, for the enrollment form by Benefits in a Card, and there are three plan options. And I'm curious where I can find the information, what is included in those plan options. Okay, so you just need a benefits guide sent to you. Uh, I need the list what is included in the plans before I choose what I'm going to pay for. Yes, so the benefits plan, the benefits guide, it gives you details of what's included in your plans. What staffing company do you work for? Um, Hospitality Staffing Solutions. What's the last four of your social? 4882. First name? Maria. Okay, Maria? Yes, with double I. I'm not working yet. I'm just, they asked me to, um, fill out, but I'm not officially working yet. So you hadn't... Okay. So let's see. What's a good email for you? Sorry? Give me one moment. I said what's a good email for you? I'm sorry. I didn't hear you. Did you ask about my email address? Yes, ma'am. What's a good email so I can send you the benefits guide? Oh, okay. So give me a moment. Okay, so it's M, like Mike, A for Alpha, L for Romeo, double I, N, A. So it's Maria with double I. Then- Is it M-A-R-I-I-N-A? M-A-R-I-I-A. Okay. So then it's M for Mike, A, K for Kilo, S for Sierra, I for India, M for Mike, O for Oscar, V for Victory, A for Alpha, so it's marianaksimova0808@gmail.com. So it's marianaksimova08@gmail.com. So it's M-A-R-I-I-A N-A-K-S-I-M-O-V-A? Yes. Correct. Eight, I mean, uh, 0808@gmail.com? Uh, there is only one zero eight, so it's marianaksimova08@gmail.com. All right, so it's M-A-R-I-I-A-N-A-K-S-I-M-O-V-A 08 at gmail.com. Yes, correct. Thank you. All right. I just sent that benefits guide to your email. Mm-hmm. Sometimes it does go to your spam folder as well. It depends. Yeah, I'm also checking this one. Okay, I do not have it yet. It should be from an info@benefitsinacard.com. Yeah, we'll create a new email, but right now I'm refreshing it and I don't see anything. Um, I will check- Yeah, it looks like it, it looks like it got... It says, "Message not delivered." It looks like the email- Hold on. ... is bad. It said the message wasn't delivered 'cause the email was wrong. Okay, so let's double check it again. Okay, so it's M-A-R-I-I-A, like I for India. So it's named Maria but with double I, right? You said M-A-R-I-I... A. A. Yeah, so it's Maria, the name, but with double I. Yes, ma'am. The next is, uh, last name is Maksimova. M-A-K-S-I-M-O-V-A. Are you saying N as in Nancy or M as in Mac when you say your last name? It's M for Mike. Okay, so it's N, that's where the error was. So it's

M-A-R-I-I-A-M-A-K, what was the rest? Mm-hmm. Uh, so it's Maksimova, Mike, Alpha, Kilo, Sierra, India, Mike, Oscar, Victor, Alpha 08@gmail.com. So I had put in... I see where the error was, it was a N... instead of a M, it was a N. When I tried to spell it for you, I said M for Mike. That's how you usually spell it with an alphabet. All right, let's try it one more time. Of course. All right. I just sent it again, let's see if you got that one. Mm-hmm. Yeah, benefits good. I received. You received it this time? Yes. And give me a moment. I just will open it, actually it's open. Just, just, just... There. Okay, yes, it's correct. Thank you so much. No problem. - I have no more questions for now. Thank you for using Benefenz. Yeah, I have no other questions for now. Thank you for your time. No problem. If there's nothing else, thanks for calling Benefenz and Mercado. Hope you have a great rest of your day. Have a good day then. Bye-bye. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hello, Malcolm. My name is Maria and I had a question. Um, I'm, um, was asked here by my employer to, uh, fill out the Benefits in a Card, and I have questions about plan options because I am not able to find it online. They, like, offer three plans; Stay Healthy with Standards and Stay Healthy Enhanced. And I'm curious where I can find some information what's included in those plan options.

Speaker speaker\_1: Can you say that again, ma'am? It was really hard for me to understand you just now.

Speaker speaker\_2: Okay, okay. Give me a moment. Is it better now?

Speaker speaker\_1: You're just talking really fast for me to...

Speaker speaker\_2: Okay, no problem, no problem. I will slow down. Uh, I was asking to, uh, for the enrollment form by Benefits in a Card, and there are three plan options. And I'm curious where I can find the information, what is included in those plan options.

Speaker speaker\_1: Okay, so you just need a benefits guide sent to you.

Speaker speaker\_2: Uh, I need the list what is included in the plans before I choose what I'm going to pay for.

Speaker speaker\_1: Yes, so the benefits plan, the benefits guide, it gives you details of what's included in your plans. What staffing company do you work for?

Speaker speaker\_2: Um, Hospitality Staffing Solutions.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 4882.

Speaker speaker\_1: First name?

Speaker speaker\_2: Maria.

Speaker speaker\_1: Okay, Maria?

Speaker speaker\_2: Yes, with double I. I'm not working yet. I'm just, they asked me to, um, fill out, but I'm not officially working yet.

Speaker speaker\_1: So you hadn't... Okay. So let's see. What's a good email for you?

Speaker speaker\_2: Sorry?

Speaker speaker\_1: Give me one moment. I said what's a good email for you?

Speaker speaker\_2: I'm sorry. I didn't hear you. Did you ask about my email address?

Speaker speaker\_1: Yes, ma'am. What's a good email so I can send you the benefits guide?

Speaker speaker\_2: Oh, okay. So give me a moment. Okay, so it's M, like Mike, A for Alpha, L for Romeo, double I, N, A. So it's Maria with double I. Then-

Speaker speaker\_1: Is it M-A-R-I-I-N-A?

Speaker speaker\_2: M-A-R-I-I-A.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So then it's M for Mike, A, K for Kilo, S for Sierra, I for India, M for Mike, O for Oscar, V for Victory, A for Alpha, so it's marianaksimova0808@gmail.com. So it's marianaksimova08@gmail.com.

Speaker speaker\_1: So it's M-A-R-I-I-A N-A-K-S-I-M-O-V-A?

Speaker speaker\_2: Yes. Correct.

Speaker speaker\_1: Eight, I mean, uh, 0808@gmail.com?

Speaker speaker\_2: Uh, there is only one zero eight, so it's marianaksimova08@gmail.com.

Speaker speaker\_1: All right, so it's M-A-R-I-I-A-N-A-K-S-I-M-O-V-A 08 at gmail.com.

Speaker speaker\_2: Yes, correct.

Speaker speaker\_1: Thank you. All right. I just sent that benefits guide to your email.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Sometimes it does go to your spam folder as well.

Speaker speaker\_2: It depends. Yeah, I'm also checking this one. Okay, I do not have it yet.

Speaker speaker\_1: It should be from an info@benefitsinacard.com.

Speaker speaker\_2: Yeah, we'll create a new email, but right now I'm refreshing it and I don't see anything. Um, I will check-

Speaker speaker\_1: Yeah, it looks like it, it looks like it got... It says, "Message not delivered." It looks like the email-

Speaker speaker\_2: Hold on.

Speaker speaker\_1: ... is bad. It said the message wasn't delivered 'cause the email was wrong.

Speaker speaker\_2: Okay, so let's double check it again. Okay, so it's M-A-R-I-I-A, like I for India. So it's named Maria but with double I, right?

Speaker speaker\_1: You said M-A-R-I-I...

Speaker speaker\_2: A.

Speaker speaker\_1: A.

Speaker speaker\_2: Yeah, so it's Maria, the name, but with double I.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: The next is, uh, last name is Maksimova. M-A-K-S-I-M-O-V-A.

Speaker speaker\_1: Are you saying N as in Nancy or M as in Mac when you say your last name?

Speaker speaker\_2: It's M for Mike.

Speaker speaker\_1: Okay, so it's N, that's where the error was. So it's M-A-R-I-I-A-M-A-K, what was the rest?

Speaker speaker\_2: Mm-hmm. Uh, so it's Maksimova, Mike, Alpha, Kilo, Sierra, India, Mike, Oscar, Victor, Alpha 08@gmail.com.

Speaker speaker\_1: So I had put in... I see where the error was, it was a N... instead of a M, it was a N.

Speaker speaker\_2: When I tried to spell it for you, I said M for Mike. That's how you usually spell it with an alphabet.

Speaker speaker\_1: All right, let's try it one more time.

Speaker speaker\_2: Of course.

Speaker speaker\_1: All right. I just sent it again, let's see if you got that one.

Speaker speaker\_2: Mm-hmm. Yeah, benefits good. I received.

Speaker speaker\_1: You received it this time?

Speaker speaker\_2: Yes. And give me a moment. I just will open it, actually it's open. Just, just, just... There. Okay, yes, it's correct. Thank you so much.

Speaker speaker\_1: No problem. -

Speaker speaker\_2: I have no more questions for now.

Speaker speaker\_1: Thank you for using Benefenz.

Speaker speaker\_2: Yeah, I have no other questions for now. Thank you for your time.

Speaker speaker\_1: No problem. If there's nothing else, thanks for calling Benefenz and Mercado. Hope you have a great rest of your day.

Speaker speaker\_2: Have a good day then. Bye-bye.

Speaker speaker\_1: Bye.