

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, um, I'm calling 'cause I have some questions. I'm starting, um, my new job and they gave me this number for the insurance, um, to, um, apply for insurance with y'all. Okay. How can I help you? Yes, I just have some questions on like, um, like the different plans that you have. What's the other company you work for? Um, HBC Healthcare Services. So that's for your social? 1174. First name? Shakiria. Are you a brand new hire? Yeah. So I'm gonna have to ac- Social? Can you repeat that? Your phone number- I'm going to have to add you into the system. Okay, okay. Do you hear me? Yes, sir. I hear you now. All right. So what's your full social? 257-87-1174. You said 257-87-1174? Yes, sir. Thank you. First name? Shakiria. S-H-A-K-E-R-R-I-A. You said S-H-A-K-E-R-R-I-A? Yes, sir. And last name? Taylor. T-A-Y-L-O-R. Do you need an address? 103 Maple Street, Thomasville, Georgia. What was that? Thomasville, Georgia. How do you spell that? T-H-O-M-A-S V-I-L-L-E. Oh, Thomasville. Okay. And the zip code? 31792. 31792? Mm-hmm. And date of birth? 07/31/93. Email? S-H-A-Y M-A-T-R-I-A@gmail.com. You said S-H-A-Y M-A-T-R-I-A@gmail.com? Yeah. Matría, mm-hmm. Shay Matría. And your phone number? 229-462-0135. Thank you. And what kind, what, what kind of questions did you have? Um, like what would be the best plan? I'm trying to add me and my son, um, on it and I'm trying to figure out what would be the best plan to get. So unfortunately I wouldn't be able to recommend any plans. Mm-hmm. It'd be solely up to you to find what you... what kind of needs you need, you have. Okay. Is there a... Do you all have a online thing that I can go look at it or? Benefits guide? Yeah. Yes, sir. And I can send it to you. Okay, because, um, they gave me a little paper, but... Oh, no. They gave me a ben- Oh, okay. Um, they gave me a benefits guide. I thought it was just a regular paper, paper that they gave me. Yes, ma'am. So if you want to look over that, you have 30 days from the date you receive your first paycheck to get enrolled in the coverage. Okay. And if you have any more questions, feel free to give us a call back because we're open until 8:00 AM, 8:00 PM Eastern Time. Okay, so when I figure out which one I want, I just call you all back? Yes, ma'am, or you can get online, get enrolled online yourself. Okay. What's the website? Give me one moment. It would be mybiac.com/atc. Oh, no. Hold on. You said mybiac... Yes, ma'am..com/... .com/ Yes, ma'am, for /atc. Okay, I got it. Okay, thank you. No problem. Was there anything else I could help you with today, Ms. Taylor? Um, no, sir. All right. There's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Okay, thank you. No problem.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, um, I'm calling 'cause I have some questions. I'm starting, um, my new job and they gave me this number for the insurance, um, to, um, apply for insurance with y'all.

Speaker speaker_0: Okay. How can I help you?

Speaker speaker_1: Yes, I just have some questions on like, um, like the different plans that you have.

Speaker speaker_0: What's the other company you work for?

Speaker speaker_1: Um, HBC Healthcare Services.

Speaker speaker_0: So that's for your social?

Speaker speaker_1: 1174.

Speaker speaker_0: First name?

Speaker speaker_1: Shakiria.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yeah.

Speaker speaker_0: So I'm gonna have to ac- Social?

Speaker speaker_1: Can you repeat that? Your phone number-

Speaker speaker_0: I'm going to have to add you into the system.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Do you hear me?

Speaker speaker_1: Yes, sir. I hear you now.

Speaker speaker_0: All right. So what's your full social?

Speaker speaker_1: 257-87-1174.

Speaker speaker_0: You said 257-87-1174?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. First name?

Speaker speaker_1: Shakiria. S-H-A-K-E-R-R-I-A.

Speaker speaker_0: You said S-H-A-K-E-R-R-I-A?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And last name?

Speaker speaker_1: Taylor. T-A-Y-L-O-R.

Speaker speaker_0: Do you need an address?

Speaker speaker_1: 103 Maple Street, Thomasville, Georgia.

Speaker speaker_0: What was that?

Speaker speaker_1: Thomasville, Georgia.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: T-H-O-M-A-S V-I-L-L-E.

Speaker speaker_0: Oh, Thomasville. Okay. And the zip code?

Speaker speaker_1: 31792.

Speaker speaker_0: 31792?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 07/31/93.

Speaker speaker_0: Email?

Speaker speaker_1: S-H-A-Y M-A-T-R-I-A@gmail.com.

Speaker speaker_0: You said S-H-A-Y M-A-T-R-I-A@gmail.com?

Speaker speaker_1: Yeah. Matría, mm-hmm. Shay Matría.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 229-462-0135.

Speaker speaker_0: Thank you. And what kind, what, what kind of questions did you have?

Speaker speaker_1: Um, like what would be the best plan? I'm trying to add me and my son, um, on it and I'm trying to figure out what would be the best plan to get.

Speaker speaker_0: So unfortunately I wouldn't be able to recommend any plans.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: It'd be solely up to you to find what you... what kind of needs you need, you have.

Speaker speaker_1: Okay. Is there a... Do you all have a online thing that I can go look at it or?

Speaker speaker_0: Benefits guide?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yes, sir. And I can send it to you.

Speaker speaker_1: Okay, because, um, they gave me a little paper, but... Oh, no. They gave me a ben- Oh, okay. Um, they gave me a benefits guide. I thought it was just a regular paper, paper that they gave me.

Speaker speaker_0: Yes, ma'am. So if you want to look over that, you have 30 days from the date you receive your first paycheck to get enrolled in the coverage.

Speaker speaker_1: Okay.

Speaker speaker_0: And if you have any more questions, feel free to give us a call back because we're open until 8:00 AM, 8:00 PM Eastern Time.

Speaker speaker_1: Okay, so when I figure out which one I want, I just call you all back?

Speaker speaker_0: Yes, ma'am, or you can get online, get enrolled online yourself.

Speaker speaker_1: Okay. What's the website?

Speaker speaker_0: Give me one moment. It would be mybiac.com/atc.

Speaker speaker_1: Oh, no. Hold on. You said mybiac...

Speaker speaker_0: Yes, ma'am...com/...

Speaker speaker_1: .com/

Speaker speaker_0: Yes, ma'am, for /atc.

Speaker speaker_1: Okay, I got it. Okay, thank you.

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

Speaker speaker_1: Um, no, sir.

Speaker speaker_0: All right. There's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem.