

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, my name is Daoud. I was just wondering if you guys can send me all the information about my health insurance, please. What staffing company do you work for? Uh, Surge. The last four of your Social? Uh, 1316. First name? Uh, Daouda. D-A-O-U-D-A. Say that one more time? D-A-O-U-D-A. You said your last four is 1316? Yeah. You're not showing up in our system, sir. Oh, okay. I just started last Monday. I'm pretty sure it... It didn't come yet, you think? Hmm. Maybe I need to add you in the system. What's your- what's your full social? It's... Just a moment. 0-7- Say that one more time? 4... Yeah, 07-471-1316. Did you say 07- Yeah. ... 071-1316? Yeah. Oh, 074-7113-16. Okay. You're not... You... I'm just not adding you in the system. Well, how do- how do you spell your first name? D-A-O-U-D-A. D-A-O-U-D-A? Yep. And last name? Warr. W-A-R-R. Let me look at the address for you. Uh, 752 Countryside Lane, Apartment 6. You said 752 Countryside Lane, Apartment 6? Yes. Yes, sir. And the city? Mm. Sidney, 45365. How do you spell that? How do you spell the city name? Uh, Sidney. S-I-D-N-E-Y. You just said S-I-D-N-E-Y? Yep. And the state? Ohio. Zip code? 45365. Date of birth? Uh, November 27, '92. Email? Uh, lastnamefirstname@gmail.com. WarrDaouda@gmail.com. And phone number? 937-622-9377. You said 937... Yeah. 622-9377. Thank you. All right, so are you wanting to get enrolling in coverage? Because right now you don't... I wouldn't have any card information to send you. Okay. So like how long I got to wait? Probably a week, next week, and call back to you if I'm in there? Yeah, so I'm adding you in the system right now. I can go ahead and get you enrolled into the coverage that you want to get enrolled into. Yep, yep. Yeah, sure thing. Right. So what type of plans were you wanting to get enrolled into? Um, I don't know. Which plans are in there? So they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident preventive care- Oh, okay. ... and behavioral health. Is it possible to send me all of the information by email and I'll look through it and get back to you ASAP? Yes, sir. All right, well... So just so you know, they do, they do auto-enroll you into the MEC plan if you don't decline the coverage. Do you want me to decline the coverage for you and... So you can pick your own options or did you want to just let them enroll you into that plan? Yeah, just leave it the way it is. That's about it. Okay. All right. I just sent that benefits guide to your email. Thank you. Thank you, sir. I appreciate it. No problem. Was there anything else I could help you with today? Not... That's about it. Thank you. I wish you a good one. You too, Mr. Warr. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Daoud. I was just wondering if you guys can send me all the information about my health insurance, please.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: Uh, 1316.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, Daouda. D-A-O-U-D-A.

Speaker speaker_0: Say that one more time?

Speaker speaker_1: D-A-O-U-D-A.

Speaker speaker_0: You said your last four is 1316?

Speaker speaker_1: Yeah.

Speaker speaker_0: You're not showing up in our system, sir.

Speaker speaker_1: Oh, okay. I just started last Monday. I'm pretty sure it... It didn't come yet, you think?

Speaker speaker_0: Hmm. Maybe I need to add you in the system. What's your- what's your full social?

Speaker speaker_1: It's... Just a moment. 0-7-

Speaker speaker_0: Say that one more time?

Speaker speaker_1: 4... Yeah, 07-471-1316.

Speaker speaker_0: Did you say 07-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... 071-1316?

Speaker speaker_1: Yeah. Oh, 074-7113-16.

Speaker speaker_0: Okay. You're not... You... I'm just not adding you in the system. Well, how do- how do you spell your first name?

Speaker speaker_1: D-A-O-U-D-A.

Speaker speaker_0: D-A-O-U-D-A?

Speaker speaker_1: Yep.

Speaker speaker_0: And last name?

Speaker speaker_1: Warr. W-A-R-R.

Speaker speaker_0: Let me look at the address for you.

Speaker speaker_1: Uh, 752 Countryside Lane, Apartment 6.

Speaker speaker_0: You said 752 Countryside Lane, Apartment 6?

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_0: And the city?

Speaker speaker_1: Mm. Sidney, 45365.

Speaker speaker_0: How do you spell that? How do you spell the city name?

Speaker speaker_1: Uh, Sidney. S-I-D-N-E-Y.

Speaker speaker_0: You just said S-I-D-N-E-Y?

Speaker speaker_1: Yep.

Speaker speaker_0: And the state?

Speaker speaker_1: Ohio.

Speaker speaker_0: Zip code?

Speaker speaker_1: 45365.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Uh, November 27, '92.

Speaker speaker_0: Email?

Speaker speaker_1: Uh, lastnamefirstname@gmail.com. WarrDaouda@gmail.com.

Speaker speaker_0: And phone number?

Speaker speaker_1: 937-622-9377.

Speaker speaker_0: You said 937...

Speaker speaker_1: Yeah. 622-9377.

Speaker speaker_0: Thank you. All right, so are you wanting to get enrolling in coverage? Because right now you don't... I wouldn't have any card information to send you.

Speaker speaker_1: Okay. So like how long I got to wait? Probably a week, next week, and call back to you if I'm in there?

Speaker speaker_0: Yeah, so I'm adding you in the system right now. I can go ahead and get you enrolled into the coverage that you want to get enrolled into.

Speaker speaker_1: Yep, yep. Yeah, sure thing.

Speaker speaker_0: Right. So what type of plans were you wanting to get enrolled into?

Speaker speaker_1: Um, I don't know. Which plans are in there?

Speaker speaker_0: So they offer you medical, free Rx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident preventive care-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... and behavioral health.

Speaker speaker_1: Is it possible to send me all of the information by email and I'll look through it and get back to you ASAP?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right, well...

Speaker speaker_0: So just so you know, they do, they do auto-enroll you into the MEC plan if you don't decline the coverage. Do you want me to decline the coverage for you and... So you can pick your own options or did you want to just let them enroll you into that plan?

Speaker speaker_1: Yeah, just leave it the way it is. That's about it.

Speaker speaker_0: Okay. All right. I just sent that benefits guide to your email.

Speaker speaker_1: Thank you. Thank you, sir. I appreciate it.

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

Speaker speaker_1: Not... That's about it. Thank you. I wish you a good one.

Speaker speaker_0: You too, Mr. Warr. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.