

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, um, I was calling because I'm currently trying to enroll in some coverage through my new job. And, I was curious to know what the difference is between these different plans. I do have Chron's disease, so I have a preexisting health condition, um, slash disability that I am on medication for and go to doctor's visits pretty routinely for. So I'm trying to figure out which plan would be best to cover that. Hello? All right. Which staffing company do you work for? Um, this is going to be TRs... I'm sorry, is it TRC? Yes, ma'am. Mm-hmm. What's the last four of your Social? 5906. First name? Kennedy Coleman. Are you a brand new hire? Yes. Yes, so I'm gonna have to add you in the system. What's your full Social? 413-85-5906. You said 413-85-5906? Mm-hmm. All right. So let's see. Benefits guide. All right, what was your question? Just so you know, I do have limited information because we're not the actual carrier. All I have- Mm-hmm. So do you have the benefits guide? Um, no, uh, I don't. Uh, let me see. All right. So... Maybe some time. So what I can do, I can send you a copy of the benefits guide, if you want to look over that as well. Because that's the information that I will be going over with you. And just like, I can send it to you just so you can have it as well. Okay. Um, actually, let me see if they've already sent it to me maybe. But I'm not seeing anything, so give me just a second. Mm-hmm. Let's see. Uh, no, I'm not seeing a benefits guide. All right. So what's your email? It's my first and last name, the number 1, at gmail.com. All right. So let me, let me go ahead and fill in this other information first. What's your first name? Kennedy, K-E-N-N-E-D-I-E. And last name? Coleman, C-O-L-E-M-A-N. Address? Um, uh, let's see, um, I got... So give me a second. Mm-hmm. Um, can I just get this email to me? Because I really am kind of crunched for time. I thought this would be a short process. Okay, yeah, what's your email? My first and last name, the number 1, at gmail.com. Let me check that here. Okay. Good. Well, if you haven't started working yet, then you still have plenty of time to get enrolled. So if you just wanted to look over this benefits guide, you say you're crunched for time, then whenever you get done looking at it, you can just give us a call back and we can get you enrolled that way. Or you can do it online whenever you're ready. Okay, awesome. Well, thank you so much. I appreciate your help. No problem, Ms. Coleman. Was there anything else I could help you with today? No, sir, that's all. All right. Would you be able to confirm that you received that benefits guide before we log off the phone? Just a second. Should be from, uh, benefits... from info@benefitsinthe car.com. Because sometimes it does go to the spam folder. Let me check my spam. Let's see. No, nothing is in my spam folder. Um, I haven't received it yet. But if you said there's plenty of time to enroll, then I can just request it again another time. I really got to go. All right. Well, no problem, Ms. Kennedy, if there's anything else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Hi, um, I was calling because I'm currently trying to enroll in some coverage through my new job. And, I was curious to know what the difference is between these different plans. I do have Chron's disease, so I have a preexisting health condition, um, slash disability that I am on medication for and go to doctor's visits pretty routinely for. So I'm trying to figure out which plan would be best to cover that. Hello?

Speaker speaker_0: All right. Which staffing company do you work for?

Speaker speaker_1: Um, this is going to be TRs... I'm sorry, is it TRC?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 5906.

Speaker speaker_0: First name?

Speaker speaker_1: Kennedy Coleman.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, so I'm gonna have to add you in the system. What's your full Social?

Speaker speaker_1: 413-85-5906.

Speaker speaker_0: You said 413-85-5906?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. So let's see. Benefits guide. All right, what was your question? Just so you know, I do have limited information because we're not the actual carrier. All I have-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So do you have the benefits guide?

Speaker speaker_1: Um, no, uh, I don't. Uh, let me see.

Speaker speaker_0: All right. So...

Speaker speaker_1: Maybe some time.

Speaker speaker_0: So what I can do, I can send you a copy of the benefits guide, if you want to look over that as well. Because that's the information that I will be going over with you. And just like, I can send it to you just so you can have it as well.

Speaker speaker_1: Okay. Um, actually, let me see if they've already sent it to me maybe. But I'm not seeing anything, so give me just a second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Let's see. Uh, no, I'm not seeing a benefits guide.

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

Speaker speaker_1: It's my first and last name, the number 1, at gmail.com.

Speaker speaker_0: All right. So let me, let me go ahead and fill in this other information first. What's your first name?

Speaker speaker_1: Kennedy, K-E-N-N-E-D-I-E.

Speaker speaker_0: And last name?

Speaker speaker_1: Coleman, C-O-L-E-M-A-N.

Speaker speaker_0: Address?

Speaker speaker_1: Um, uh, let's see, um, I got... So give me a second.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Um, can I just get this email to me? Because I really am kind of crunched for time. I thought this would be a short process.

Speaker speaker_0: Okay, yeah, what's your email?

Speaker speaker_1: My first and last name, the number 1, at gmail.com.

Speaker speaker_0: Let me check that here. Okay. Good. Well, if you haven't started working yet, then you still have plenty of time to get enrolled. So if you just wanted to look over this benefits guide, you say you're crunched for time, then whenever you get done looking at it, you can just give us a call back and we can get you enrolled that way. Or you can do it online whenever you're ready.

Speaker speaker_1: Okay, awesome. Well, thank you so much. I appreciate your help.

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

Speaker speaker_1: No, sir, that's all.

Speaker speaker_0: All right. Would you be able to confirm that you received that benefits guide before we log off the phone?

Speaker speaker_1: Just a second.

Speaker speaker_0: Should be from, uh, benefits... from info@benefitsinthe car.com. Because sometimes it does go to the spam folder.

Speaker speaker_1: Let me check my spam. Let's see. No, nothing is in my spam folder. Um, I haven't received it yet. But if you said there's plenty of time to enroll, then I can just request it again another time. I really got to go.

Speaker speaker_0: All right. Well, no problem, Ms. Kennedy, if there's anything else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you. Bye.