

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Michael. How you doing, man? Doing good. How about you? All right. I was calling about something. So when I had called earlier, I, I don't know, I'm trying to see if the deadline are up for me to get us on. You want to see if you're enrolled in insurance? Um, I want to see when is the deadline, how, um, to enroll? So depending on when you got your first paycheck, you get 30 days from the date you receive your first paycheck. After those 30 days, you have to wait until the company open enrollment period. You have to have a qualifying life event such as marriage or divorce, having or adopting a child or gaining or losing coverage from another carrier in order to get enrolled. Okay. Oh, uh, let me see. I don't... Let me see. I, I don't, I don't got... Four checks already, so shit. It might be over with. You want me to check for you? Yeah, yeah, yeah. What's the last company you worked for? St. Regis. July 4th, your Social? 8567. First name? Marlon. Last name? Simpson. For security purposes, can you verify your address and date of birth for me? Uh, 2/20/85, 4736 Manningham Road. Can you say that one more time for me, sir? Uh, my birthday is 2/20/85. My address is 4736 Manningham Road. City, state and zip code. Uh, city is Greenville, state Alabama. My zip code is 36037. Thank you. So we got your phone number, 334-662-9597? Yes. And then your email is marlonsimp1985@gmail.com? Yes. Great. So it looks like you still got time to get enrolled. Okay. Uh, when, when, when is my due date? So we have 4/17 is your hire date received, so then you'll have until 5/17, which would... So which is a Saturday, which we're closed on the weekends, so technically it'd be Friday the 16th. So as long as I call Friday, I'm good? Yes, sir. Okay. Okay. Um, can I get a quote? I, I had a quote with y'all one time before. With me and my son- Okay, you need to repeat, repeat the last part. I, I, I said... Yeah, I said I had, I had called one time before s-... and got a, um, a quote for me and my son. She said she gonna leave it in, in her notes. I, I don't know if she did or not. So it looks like it says dental, vision and the VIP Classic. Yes. Did you still want to do that? It looks like you... Says you might also want to add a spouse. Yes, my, my wife. So does you wanna do the family or do you wanna do you and a child? The family. Okay, so the VIP Classic for you and a family will be \$52.09. The dental will be \$16.58. And the vision would be \$7.62, totaling at \$76.29 to be deducted weekly. Okay. Okay. All right. Put that in your notes. I want that. And I get... I'm gonna call you back Friday and I'ma get it. Sir, do you want to... Do you want me to go ahead and get you enrolled? Um, well, do I have to p-... Hey, do I have to pay for it today? No, sir. So it takes one to two weeks for the enrollment process, so once we see that first deduction from your paycheck and we see it in our system, the following Monday is when your coverage is to come active. Okay. Okay. Yeah, I'ma, I'ma go ahead. Okay. So you want the... You want the VIP Classic, the dental and the vision for you and your wife and your child, correct? Yes. All right. So did you have the information on hand by any chance, or do you need to call back

with that information? Uh, I'll need to call back. Is there any kind of way my wife can call back with that information? Or I do, I gotta do it? 'Cause I'm at work now as I speak. Um. Hello? You can give her... If you give her a ver- verb- uh, give her verbal permission to speak on your behalf, we can do that. Okay, well, she finna call you right back. She finna call you right back- Okay. So you might, you might get somebody else. But I will make a note of it that you gave permission to her to get everyone enrolled. Okay. Okay. All right. Do, do that. All right. Well, uh, give her the call here and, and do what... She's finna call you right now. All right. Well, was there anything else I can help you with today, Mr. Simpson? Uh, that was it. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. All right. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Hey, Michael. How you doing, man?

Speaker speaker_0: Doing good. How about you?

Speaker speaker_1: All right. I was calling about something. So when I had called earlier, I, I don't know, I'm trying to see if the deadline are up for me to get us on.

Speaker speaker_0: You want to see if you're enrolled in insurance?

Speaker speaker_1: Um, I want to see when is the deadline, how, um, to enroll?

Speaker speaker_0: So depending on when you got your first paycheck, you get 30 days from the date you receive your first paycheck. After those 30 days, you have to wait until the company open enrollment period. You have to have a qualifying life event such as marriage or divorce, having or adopting a child or gaining or losing coverage from another carrier in order to get enrolled.

Speaker speaker_1: Okay. Oh, uh, let me see. I don't... Let me see. I, I don't, I don't got... Four checks already, so shit . It might be over with.

Speaker speaker_0: You want me to check for you?

Speaker speaker_1: Yeah, yeah, yeah.

Speaker speaker_0: What's the last company you worked for?

Speaker speaker_1: St. Regis.

Speaker speaker_0: July 4th, your Social?

Speaker speaker_1: 8567.

Speaker speaker_0: First name?

Speaker speaker_1: Marlon.

Speaker speaker_0: Last name?

Speaker speaker_1: Simpson.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 2/20/85, 4736 Manningham Road.

Speaker speaker_0: Can you say that one more time for me, sir?

Speaker speaker_1: Uh, my birthday is 2/20/85. My address is 4736 Manningham Road.

Speaker speaker_0: City, state and zip code.

Speaker speaker_1: Uh, city is Greenville, state Alabama. My zip code is 36037.

Speaker speaker_0: Thank you. So we got your phone number, 334-662-9597?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is marlonsimp1985@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Great. So it looks like you still got time to get enrolled.

Speaker speaker_1: Okay. Uh, when, when, when is my due date?

Speaker speaker_0: So we have 4/17 is your hire date received, so then you'll have until 5/17, which would... So which is a Saturday, which we're closed on the weekends, so technically it'd be Friday the 16th.

Speaker speaker_1: So as long as I call Friday, I'm good?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Okay. Um, can I get a quote? I, I had a quote with y'all one time before. With me and my son-

Speaker speaker_0: Okay, you need to repeat, repeat the last part.

Speaker speaker_1: I, I, I said... Yeah, I said I had, I had called one time before s-... and got a, um, a quote for me and my son. She said she gonna leave it in, in her notes. I, I don't know if she did or not.

Speaker speaker_0: So it looks like it says dental, vision and the VIP Classic.

Speaker speaker_1: Yes.

Speaker speaker_0: Did you still want to do that? It looks like you... Says you might also want to add a spouse.

Speaker speaker_1: Yes, my, my wife.

Speaker speaker_0: So does you wanna do the family or do you wanna do you and a child?

Speaker speaker_1: The family.

Speaker speaker_0: Okay, so the VIP Classic for you and a family will be \$52.09. The dental will be \$16.58. And the vision would be \$7.62, totaling at \$76.29 to be deducted weekly.

Speaker speaker_1: Okay. Okay. All right. Put that in your notes. I want that. And I get... I'm gonna call you back Friday and I'ma get it.

Speaker speaker_0: Sir, do you want to... Do you want me to go ahead and get you enrolled?

Speaker speaker_1: Um, well, do I have to p-... Hey, do I have to pay for it today?

Speaker speaker_0: No, sir. So it takes one to two weeks for the enrollment process, so once we see that first deduction from your paycheck and we see it in our system, the following Monday is when your coverage is to come active.

Speaker speaker_1: Okay. Okay. Yeah, I'ma, I'ma go ahead.

Speaker speaker_0: Okay. So you want the... You want the VIP Classic, the dental and the vision for you and your wife and your child, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So did you have the information on hand by any chance, or do you need to call back with that information?

Speaker speaker_1: Uh, I'll need to call back. Is there any kind of way my wife can call back with that information? Or I do, I gotta do it? 'Cause I'm at work now as I speak.

Speaker speaker_0: Um.

Speaker speaker_1: Hello?

Speaker speaker_0: You can give her... If you give her a ver- verb- uh, give her verbal permission to speak on your behalf, we can do that.

Speaker speaker_1: Okay, well, she finna call you right back. She finna call you right back-

Speaker speaker_0: Okay. So you might, you might get somebody else. But I will make a note of it that you gave permission to her to get everyone enrolled.

Speaker speaker_1: Okay. Okay. All right. Do, do that. All right. Well, uh, give her the call here and, and do what... She's finna call you right now.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Mr. Simpson?

Speaker speaker_1: Uh, that was it.

Speaker speaker_0: If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem.