Transcript: Malcolm Nash-4815618595831808-4924914641879040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. I'm trying to sign up for vision and dental plan. What staffing company do you work for, sir? I work for the HHS. All right. What's the last four of your social? 0405, sir. First name? First name is Luis, L-U-I-S. Last name? Cortez, C-O-R-T-E-Z. All right. For security purposes, can you verify your address and date of birth for me? 1109 North Homeland Boulevard, Kissimmee, Florida. Apartment E, uh, zip code 34741. Birth- my birthday is 2/14/71. Thank you. So we got your phone number, 321-437-6419? Yes, sir. And your email is cortezdawn70@gmail.com? Via all small letters. All right. You say you just want the dental and vision? Yes, sir. All right. So with those two selected, your total will be $5.37. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, sir. Thank you. All right. So the... But it does take one to two weeks once you see that first deduction from your paycheck and we see it in our system. That following Monday is when your coverage become active, and your ID cards will be sent one to two weeks from the activation date. Okay. Thank you very much. You have a nice day. No problem, Mr. Cortez. Was there anything else I can help you with today? Uh, no, sir. All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your day, man. Okay. You too. Bye-bye. Thank you. 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 the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. I'm trying to sign up for vision and dental plan.

Speaker speaker_1: What staffing company do you work for, sir?

Speaker speaker_2: I work for the HHS.

Speaker speaker_1: All right. What's the last four of your social?

Speaker speaker_2: 0405, sir.

Speaker speaker_1: First name?

Speaker speaker_2: First name is Luis, L-U-I-S.

Speaker speaker_1: Last name?

Speaker speaker_2: Cortez, C-O-R-T-E-Z.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1109 North Homeland Boulevard, Kissimmee, Florida. Apartment E, uh, zip code 34741. Birth- my birthday is 2/14/71.

Speaker speaker_1: Thank you. So we got your phone number, 321-437-6419?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is cortezdawn70@gmail.com?

Speaker speaker_2: Via all small letters.

Speaker speaker_1: All right. You say you just want the dental and vision?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. So with those two selected, your total will be $5.37. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. All right. So the... But it does take one to two weeks once you see that first deduction from your paycheck and we see it in our system. That following Monday is when your coverage become active, and your ID cards will be sent one to two weeks from the activation date.

Speaker speaker_2: Okay. Thank you very much. You have a nice day.

Speaker speaker_1: No problem, Mr. Cortez. Was there anything else I can help you with today?

Speaker speaker_2: Uh, no, sir.

Speaker speaker_1: All right. Well, thanks for calling Benefits in the Car. I hope you have a great rest of your day, man.

Speaker speaker_2: Okay. You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.