

Transcript: Malcolm

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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? Oh, yes, sir. I'm trying to get some benefits with your, uh, what is it, Surge? Um... Okay. What's the last four of your social? 7230. You said 7230? Yes, sir. First name? Timothy. You say Timothy? Yes, ma'am. Yes, sir. T-I-M-O-T-H-Y. Are you a brand new hire? Yes, sir, I am. Well, they switched over. They letting me roll my hours over from the other temp company that I was with. Uh, what's your full social, sir? I'm gonna have to add you in the system. Uh, 250-43-7230. Okay. First name? You said Timothy? Timothy. Yes. You said T-I-M-O-T-H-Y? Yes, sir. Last name? Young. Y-O-U-N-G. And your address? Uh, 400 Mahaffey. M-A-H-A-F-F-E-Y. Mahaffey Street, Belton. B-E-L-T-O-N, South Carolina, 29627. You said 29627? 29627. Date of birth? 8/12/65. Are you there, Mr. Young? Yes, sir. All right, and your email? Um, 705432@gmail.com. You said 705432@gmail.com? Yeah. And the email's 864... I mean, and the phone number is 864-376-0262? Yeah. Okay. So what, you wanting to get enrolled in the coverage or you want it declined? Oh, well, I don't... I want to see what the prices are. Yeah. Is there any way I can do that? 'Cause the lady don't have a print, printout copy there. You would just send it through my email or something? You want me to send you a benefits guide? Uh, just I want to know about, like, uh, single coverage. It's just me. Just, I ain't got no, I don't need no, got no family. Well, I got family, but I just want to cover myself with, I want a check on health, uh, uh, dental and, and vision. I understand, sir. So were you wanting to go over it on the phone or did you want me to send you a benefits guide? Um, just over on the phone right quick. I mean, I got a little time here. Okay. So for medical they offer you two different plans, the VIP Standard and the VIP Classic. They both cover doctors, hospitals and prescriptions. The only difference between the two is the Classic covers a little more than the Standard. The Standard would be \$17.63 and the Classic would be \$19.53. And that'd be deducted weekly. And that does not include dental and vision. Dental and vision are two additional add-ons. I, that not, does not include... You say what now? It doesn't include dental and vision. Dental and vision are two separate, additional add-ons. Okay, yeah, yeah, I know that. Okay. Now let me get the, what's that? That's the Classic, that's \$19? \$19.53. Okay, let me get that. All right, what else were you interested in? Uh, dental and vision. All right, so you want those three plans? Yeah. Okay, was there anything else that you were interested in, Mr. Young? How much that, the dental cost and the vision? So- Can I get a price on that? So the dental would be \$4.17 and the vision would be \$2.15. Totaling at \$25.85 for the VIP Classic, the dental and the vision. Okay, well, I can... Yeah, that, that'll work. That'll work with me. Was there anything else that you were interested in, Mr. Young? No, that, that'll be all. Now, I got a question. Yes, sir. When will it take effect? So the enrollment process takes one to two weeks. Once we see that first deduction from your paycheck and we see it in our system that following Monday is when your

coverage will become active, and your ID card should sit one to two weeks after that date. The ID going to call going to be sent what now? Say that again, sir? You said a when an ID card going to be sent? It's going to take one to two weeks from the activation date. So, I got to keep checking with the representatives that are here on the job to find out when y'all take your talk about? You should see it in your paycheck, sir. We don't get a... We... I just get a, it goes straight to a bank account or a debit card. So you should, you should always receive a pay stub for you, a direct deposit, and then your information will be, will show up on the pay stub. Okay. Well, I'll look for that. I guess, this, this is our first week with them, so I'll look for it then. I understand. Well, is there anything else I can help you with today, Mr. Young? No, that'll be all. Okay, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a good rest of the week, man. You too, man. Thank you.

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: Oh, yes, sir. I'm trying to get some benefits with your, uh, what is it, Surge? Um...

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

Speaker speaker_2: 7230.

Speaker speaker_1: You said 7230?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: First name?

Speaker speaker_2: Timothy.

Speaker speaker_1: You say Timothy?

Speaker speaker_2: Yes, ma'am. Yes, sir. T-I-M-O-T-H-Y.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: Yes, sir, I am. Well, they switched over. They letting me roll my hours over from the other temp company that I was with.

Speaker speaker_1: Uh, what's your full social, sir? I'm gonna have to add you in the system.

Speaker speaker_2: Uh, 250-43-7230.

Speaker speaker_1: Okay. First name? You said Timothy?

Speaker speaker_2: Timothy. Yes.

Speaker speaker_1: You said T-I-M-O-T-H-Y?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Last name?

Speaker speaker_2: Young. Y-O-U-N-G.

Speaker speaker_1: And your address?

Speaker speaker_2: Uh, 400 Mahaffey. M-A-H-A-F-F-E-Y. Mahaffey Street, Belton.
B-E-L-T-O-N, South Carolina, 29627.

Speaker speaker_1: You said 29627?

Speaker speaker_2: 29627.

Speaker speaker_1: Date of birth?

Speaker speaker_2: 8/12/65.

Speaker speaker_1: Are you there, Mr. Young?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, and your email?

Speaker speaker_2: Um, 705432@gmail.com.

Speaker speaker_1: You said 705432@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email's 864... I mean, and the phone number is 864-376-0262?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So what, you wanting to get enrolled in the coverage or you want it declined?

Speaker speaker_2: Oh, well, I don't... I want to see what the prices are.

Speaker speaker_1: Yeah.

Speaker speaker_2: Is there any way I can do that? 'Cause the lady don't have a print, printout copy there. You would just send it through my email or something?

Speaker speaker_1: You want me to send you a benefits guide?

Speaker speaker_2: Uh, just I want to know about, like, uh, single coverage. It's just me. Just, I ain't got no, I don't need no, got no family. Well, I got family, but I just want to cover myself with, I want a check on health, uh, uh, dental and, and vision.

Speaker speaker_1: I understand, sir. So were you wanting to go over it on the phone or did you want me to send you a benefits guide?

Speaker speaker_2: Um, just over on the phone right quick. I mean, I got a little time here.

Speaker speaker_1: Okay. So for medical they offer you two different plans, the VIP Standard and the VIP Classic. They both cover doctors, hospitals and prescriptions. The only difference between the two is the Classic covers a little more than the Standard. The Standard would be \$17.63 and the Classic would be \$19.53. And that'd be deducted weekly. And that does not include dental and vision. Dental and vision are two additional add-ons.

Speaker speaker_2: I, that not, does not include... You say what now?

Speaker speaker_1: It doesn't include dental and vision. Dental and vision are two separate, additional add-ons.

Speaker speaker_2: Okay, yeah, yeah, I know that. Okay. Now let me get the, what's that? That's the Classic, that's \$19?

Speaker speaker_1: \$19.53.

Speaker speaker_2: Okay, let me get that.

Speaker speaker_1: All right, what else were you interested in?

Speaker speaker_2: Uh, dental and vision.

Speaker speaker_1: All right, so you want those three plans?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay, was there anything else that you were interested in, Mr. Young?

Speaker speaker_2: How much that, the dental cost and the vision?

Speaker speaker_1: So-

Speaker speaker_2: Can I get a price on that?

Speaker speaker_1: So the dental would be \$4.17 and the vision would be \$2.15. Totaling at \$25.85 for the VIP Classic, the dental and the vision.

Speaker speaker_2: Okay, well, I can... Yeah, that, that'll work. That'll work with me.

Speaker speaker_1: Was there anything else that you were interested in, Mr. Young?

Speaker speaker_2: No, that, that'll be all. Now, I got a question.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: When will it take effect?

Speaker speaker_1: So the enrollment process takes one to two weeks. Once we see that first deduction from your paycheck and we see it in our system that following Monday is when your coverage will become active, and your ID card should sit one to two weeks after that date.

Speaker speaker_2: The ID going to call going to be sent what now?

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: You said a when an ID card going to be sent? It's going to take one to two weeks from the activation date. So, I got to keep checking with the representatives that are here on the job to find out when y'all take your talk about? You should see it in your paycheck, sir. We don't get a... We... I just get a, it goes straight to a bank account or a debit card.

Speaker speaker_1: So you should, you should always receive a pay stub for you, a direct deposit, and then your information will be, will show up on the pay stub.

Speaker speaker_2: Okay. Well, I'll look for that. I guess, this, this is our first week with them, so I'll look for it then.

Speaker speaker_1: I understand. Well, is there anything else I can help you with today, Mr. Young?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: Okay, if there's nothing else, thanks for calling Benefits in the Car. I hope you have a good rest of the week, man.

Speaker speaker_2: You too, man.

Speaker speaker_1: Thank you.