

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? Uh, hello. Uh, my name's Michael Rodriguez. I am an employee of NAU, uh, under contract with, uh, GE Vernova, and I was notified to update my benefits or, you know, there's open enrollment coming up or what have you. Okay. What's the last four of your social? Uh, 7721. Thank you. For security purposes, could you verify your address and date of birth for me? My address is 2 Glenmore Drive, my, uh, Greenville, South Carolina 29617. My date of birth is 08/21/1988. Thank you. So we got your phone number, 678-637-6998? You've got it. And, like, your email is mdrodriguez1988@gmail.com? That is correct. Okay. Well, you wanted to make some changes to your coverage? Probably not, no. My, uh, my, uh... My wife, um, works at a school, and she's already covering our daughter under her plan. So yeah, I think we're gonna be leaving everything the same as I have it. Okay. Well, there's nothing you gotta do. It already rolled over into the, this year. Oh, okay. So I thought, I thought it was... But I've, I've worked various jobs, and sometimes, like, you have to, like, still, like, acknowledge and submit even if you're not making any changes and that sort of thing. Otherwise, they, like, don't roll over. So as long as it's something that just rolls over on its own, then I guess we're good? Yes, sir. You know, we wanna make sure- Yeah. It... The text wasn't very clear. It just said, "You have until, uh, January 31st to," you know, it says, "do open enrollment." So again, you know, I've had some where it just leaves it alone, and it's fine. And I've had some where even if you're not making any changes, you still have to, like, go through the rigmarole. So all right, cool. I guess that's all then. Thank you. No problem, Mr. Michael, and I understand. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. Well, thank you. You do the same. Thank you. Bye. 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: Uh, hello. Uh, my name's Michael Rodriguez. I am an employee of NAU, uh, under contract with, uh, GE Vernova, and I was notified to update my benefits or, you know, there's open enrollment coming up or what have you.

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

Speaker speaker_2: Uh, 7721.

Speaker speaker_1: Thank you. For security purposes, could you verify your address and date of birth for me?

Speaker speaker_2: My address is 2 Glenmore Drive, my, uh, Greenville, South Carolina 29617. My date of birth is 08/21/1988.

Speaker speaker_1: Thank you. So we got your phone number, 678-637-6998?

Speaker speaker_2: You've got it.

Speaker speaker_1: And, like, your email is mdrodriguez1988@gmail.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. Well, you wanted to make some changes to your coverage?

Speaker speaker_2: Probably not, no. My, uh, my, uh... My wife, um, works at a school, and she's already covering our daughter under her plan. So yeah, I think we're gonna be leaving everything the same as I have it.

Speaker speaker_1: Okay. Well, there's nothing you gotta do. It already rolled over into the, this year.

Speaker speaker_2: Oh, okay. So I thought, I thought it was... But I've, I've worked various jobs, and sometimes, like, you have to, like, still, like, acknowledge and submit even if you're not making any changes and that sort of thing. Otherwise, they, like, don't roll over. So as long as it's something that just rolls over on its own, then I guess we're good?

Speaker speaker_1: Yes, sir. You know, we wanna make sure-

Speaker speaker_2: Yeah. It... The text wasn't very clear. It just said, "You have until, uh, January 31st to," you know, it says, "do open enrollment." So again, you know, I've had some where it just leaves it alone, and it's fine. And I've had some where even if you're not making any changes, you still have to, like, go through the rigmarole. So all right, cool. I guess that's all then. Thank you.

Speaker speaker_1: No problem, Mr. Michael, and I understand. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: Well, thank you. You do the same.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye.