

Transcript: Malcolm

Nash-4856548370890752-5631821093748736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Um, yes, I just received a text to call this number. What'd the text say, ma'am? Um, it's from the job. It says we have 30 days after your first check to enroll in benefits. What staffing company? Partners Personnel. Actually, that's just a automatic text going out congratulating you on getting the job with Partners and letting you know you have 30 days to get enrolled into the health insurance offer through them, if you wanted to. Um, what is it... What is it, um, offering? So they offer you... I would have to pull up your account. What's the last four of your Social? 7925. You said 7925? Yes. First name? Karen. Last name? Mora. All right, for security purposes, can you verify your address and date of birth for me? It's December 4th, '89, 222 Mosport, Hemet, California 92544. Thank you. So wait, I get phone number 714-650-2388? Yes. And the email is livingformeme198904 at gmail.com? Yes. Thank you. All right. So it looks like they offer you medical, free Rx, dental, short-term disability, life insurance, vision, critical illness, group accident and preventative care. Okay. And how do... How do I enroll? I can get you enrolled over the phone, or you can enroll on your- by yourself online. Um... Um, yeah, you could do it over the phone. That's possible. Okay. Well, what type of coverage were you interested in? Uh... The dental. All right, what else were you interested in? Um, medical. So with medical, they offer you three different plans. They offer you the VIP Standard, the VIP Plus and the VIP Prime. All three of these plans cover doctors, hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage that you will receive. Hmm. Then the VIP. So which one? The Standard, Plus or the Prime? The Prime. All right, so was there anything else that you were interested in? Uh, no. All right, so with those two plans selected, your total will be \$46.91. That'll be deducted weekly. Do you authorize your employer to make these deductions? Um... Okay, um, let me just think about it then. All right. Well, was there anything else I could help you with today, Miss Ka- Miss Karen? No, that'll be all. Thank you so much. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of the week. You too. 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 a Car. This is Malcolm. How can I help you?

Speaker speaker_2: Um, yes, I just received a text to call this number.

Speaker speaker_1: What'd the text say, ma'am?

Speaker speaker_2: Um, it's from the job. It says we have 30 days after your first check to enroll in benefits.

Speaker speaker_1: What staffing company?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: Actually, that's just a automatic text going out congratulating you on getting the job with Partners and letting you know you have 30 days to get enrolled into the health insurance offer through them, if you wanted to.

Speaker speaker_2: Um, what is it... What is it, um, offering?

Speaker speaker_1: So they offer you... I would have to pull up your account. What's the last four of your Social?

Speaker speaker_2: 7925.

Speaker speaker_1: You said 7925?

Speaker speaker_2: Yes.

Speaker speaker_1: First name?

Speaker speaker_2: Karen.

Speaker speaker_1: Last name?

Speaker speaker_2: Mora.

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

Speaker speaker_2: It's December 4th, '89, 222 Mosport, Hemet, California 92544.

Speaker speaker_1: Thank you. So wait, I get phone number 714-650-2388?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email is livingformeme198904 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right. So it looks like they offer you medical, free Rx, dental, short-term disability, life insurance, vision, critical illness, group accident and preventative care.

Speaker speaker_2: Okay. And how do... How do I enroll?

Speaker speaker_1: I can get you enrolled over the phone, or you can enroll on your- by yourself online.

Speaker speaker_2: Um... Um, yeah, you could do it over the phone. That's possible.

Speaker speaker_1: Okay. Well, what type of coverage were you interested in?

Speaker speaker_2: Uh... The dental.

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

Speaker speaker_2: Um, medical.

Speaker speaker_1: So with medical, they offer you three different plans. They offer you the VIP Standard, the VIP Plus and the VIP Prime. All three of these plans cover doctors, hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage that you will receive.

Speaker speaker_2: Hmm. Then the VIP.

Speaker speaker_1: So which one? The Standard, Plus or the Prime?

Speaker speaker_2: The Prime.

Speaker speaker_1: All right, so was there anything else that you were interested in?

Speaker speaker_2: Uh, no.

Speaker speaker_1: All right, so with those two plans selected, your total will be \$46.91. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Um... Okay, um, let me just think about it then.

Speaker speaker_1: All right. Well, was there anything else I could help you with today, Miss Ka- Miss Karen?

Speaker speaker_2: No, that'll be all. Thank you so much.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of the week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.