

## Transcript: Malcolm

**Nash-4860714175217664-6535813429248000**

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Malcolm, uh, my name is Jaime Perez, and I just received an, uh, text message from you guys to enroll with you guys. Mm-hmm. What staffing company do you work for? I work for Partners Personnel, uh, 3009 Santa Ana branch. I need the last four of your Social. 0987. You said 0987? Correct. Can you s-... What's your first name? Jaime, and last name is Perez. How do you spell your first name? J-A-R-I-M-E. And did you say your last name's May? No, it's P-E-R-E-Z. Spell it one more time? Last name is Perez, P-E-R-E-Z. Do you think, for security purposes, you could verify your address and date of birth for me? Uh, the one I have right now, uh, is, um, 4109 5th Street, Santa Ana, California. Um, date of birth, 07-23-1990. Thank you. Let's see, I got your phone number as 760-681-3424. Correct. And the email is jimmy90vst@gmail.com? Correct. All right. Were you wanting to get enrolled in coverage, or are you just w- curious about the email? Um, I want to enroll in coverage. How, how does that, how does that work? I can get you enrolled over the phone, or you can enroll yourself online. Actually, Partners don't offer that, so I can get you enrolled over on the ph- on ph- on the phone. Okay. Thank you- And what type of plans were you wanting to get enrolled into? Uh, which plans do you guys offer right now? So they offer you medical, free Rx, virtual care, d- short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the ID experts. How much is that, do you know? It de- yes, sir, it depends on what you get enrolled into. Yeah, is there, like, different packages? There're not packages. They're all individual plans. Oh, like individual plans, like, uh, let's look. I'm trying to do, uh, like medical and, uh, eye, eyewear and, uh, dental. Do you guys have that? Yes, sir. So vision will be \$2.15. Dental will be \$3.63. And you said you wanted to do what else? Yeah, I, I, I, I actually want to do... Uh, can I hear you out? Do you know the plan or the packages? So you say, you said you want dental, vision, and what else did you want? Dental, vision and whatever you guys offer. Sir, they offer you all those plans that I was just saying, the medical, free Rx, virtual care, short-term disability, life insurance, critical illness, group accident, preventative care, behavior health and the ID experts. That's fine. So you want everything? Uh, do you have to enroll to everything? No, sir. Okay. Um, n- do you guys send it out to an- in an email? Or I could look at it. You want me to send you a link instead? Yeah, I can send you the link- Yeah, well, I- ... instead, and then you can give us a call back whenever you want to get enrolled. Oh. 'Cause you do have 30 days from the date you receive your first paycheck to get enrolled. Yeah, 'cause I just received the message and that's it. Um, well, right now can you do dental? Dental for sure, vision. Can you do dental? So you want to go ahead and get enrolled in those without looking over everything else? 'Cause it all- Well, I'll give you a call tomor- Uh, go ahead. I'll give you a call tomorrow. Can you just, uh, send me the, uh, uh, the so I can look at it? Yes, sir. Okay, sounds good. Thank you. So is that jimmy ni- is jimmy90vst@gmail.com, is

that time of the email to send it to? Yes, sir. That's a good email. All right. I'm about to send that to your email. Was there anything else I could help you with today, Mr. Jimmy? Oh, that'll be all. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week, man. You too. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Malcolm, uh, my name is Jaime Perez, and I just received an, uh, text message from you guys to enroll with you guys.

Speaker speaker\_0: Mm-hmm. What staffing company do you work for?

Speaker speaker\_1: I work for Partners Personnel, uh, 3009 Santa Ana branch.

Speaker speaker\_0: I need the last four of your Social.

Speaker speaker\_1: 0987.

Speaker speaker\_0: You said 0987?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Can you s-... What's your first name?

Speaker speaker\_1: Jaime, and last name is Perez.

Speaker speaker\_0: How do you spell your first name?

Speaker speaker\_1: J-A-R-I-M-E.

Speaker speaker\_0: And did you say your last name's May?

Speaker speaker\_1: No, it's P-E-R-E-Z.

Speaker speaker\_0: Spell it one more time?

Speaker speaker\_1: Last name is Perez, P-E-R-E-Z.

Speaker speaker\_0: Do you think, for security purposes, you could verify your address and date of birth for me?

Speaker speaker\_1: Uh, the one I have right now, uh, is, um, 4109 5th Street, Santa Ana, California. Um, date of birth, 07-23-1990.

Speaker speaker\_0: Thank you. Let's see, I got your phone number as 760-681-3424.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email is jimmy90vst@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: All right. Were you wanting to get enrolled in coverage, or are you just w- curious about the email?

Speaker speaker\_1: Um, I want to enroll in coverage. How, how does that, how does that work?

Speaker speaker\_0: I can get you enrolled over the phone, or you can enroll yourself online. Actually, Partners don't offer that, so I can get you enrolled over on the ph- on ph- on the phone.

Speaker speaker\_1: Okay. Thank you-

Speaker speaker\_0: And what type of plans were you wanting to get enrolled into?

Speaker speaker\_1: Uh, which plans do you guys offer right now?

Speaker speaker\_0: So they offer you medical, free Rx, virtual care, d- short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavior health, and the ID experts.

Speaker speaker\_1: How much is that, do you know?

Speaker speaker\_0: It de- yes, sir, it depends on what you get enrolled into.

Speaker speaker\_1: Yeah, is there, like, different packages?

Speaker speaker\_0: There're not packages. They're all individual plans.

Speaker speaker\_1: Oh, like individual plans, like, uh, let's look. I'm trying to do, uh, like medical and, uh, eye, eyewear and, uh, dental. Do you guys have that?

Speaker speaker\_0: Yes, sir. So vision will be \$2.15. Dental will be \$3.63. And you said you wanted to do what else?

Speaker speaker\_1: Yeah, I, I, I, I actually want to do... Uh, can I hear you out? Do you know the plan or the packages?

Speaker speaker\_0: So you say, you said you want dental, vision, and what else did you want?

Speaker speaker\_1: Dental, vision and whatever you guys offer.

Speaker speaker\_0: Sir, they offer you all those plans that I was just saying, the medical, free Rx, virtual care, short-term disability, life insurance, critical illness, group accident, preventative care, behavior health and the ID experts.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: So you want everything?

Speaker speaker\_1: Uh, do you have to enroll to everything?

Speaker speaker\_0: No, sir.

Speaker speaker\_1: Okay. Um, n- do you guys send it out to an- in an email? Or I could look at it.

Speaker speaker\_0: You want me to send you a link instead? Yeah, I can send you the link-

Speaker speaker\_1: Yeah, well, I-

Speaker speaker\_0: ... instead, and then you can give us a call back whenever you want to get enrolled.

Speaker speaker\_1: Oh.

Speaker speaker\_0: 'Cause you do have 30 days from the date you receive your first paycheck to get enrolled.

Speaker speaker\_1: Yeah, 'cause I just received the message and that's it. Um, well, right now can you do dental? Dental for sure, vision. Can you do dental?

Speaker speaker\_0: So you want to go ahead and get enrolled in those without looking over everything else? 'Cause it all-

Speaker speaker\_1: Well, I'll give you a call tomor-

Speaker speaker\_0: Uh, go ahead.

Speaker speaker\_1: I'll give you a call tomorrow. Can you just, uh, send me the, uh, uh, the so I can look at it?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, sounds good. Thank you.

Speaker speaker\_0: So is that jimmy ni- is jimmy90vst@gmail.com, is that time of the email to send it to?

Speaker speaker\_1: Yes, sir. That's a good email.

Speaker speaker\_0: All right. I'm about to send that to your email. Was there anything else I could help you with today, Mr. Jimmy?

Speaker speaker\_1: Oh, that'll be all.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week, man.

Speaker speaker\_1: You too. Bye-bye.