

Transcript: Malcolm

Nash-4914236112191488-6686227009847296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, yeah, I was told to call and I needed to do a change in coverage. I never got added to it whenever I first got employed and I needed to enroll myself and my two children. Last one company you work for? WorkSource. Last four of your Social? 0717. First name? Devin. Last name? What was that? Okay. Your last name? Hill. All right. And for security purposes, can you verify your address and date of birth for me? It's 242 Riviera Drive, Boonville, Arkansas. And then date of birth is 12/14/90. Thank you. So we got your phone number, 479-322-2748. Yep. And the email is devinhill323@gmail.com? Yep. Thank you. All right. So what exactly... You said you needed to do what exactly, sir? I was trying to fill all this out and it wasn't giving me a spot to put two kids. And I thought that I had already signed up for it myself, but I just talked to the lady and she said I didn't. So I guess I need to enroll myself plus my two children in a VIP Standard Plan. Is that the only plan that you wanted, was the VIP Standard? Yeah, with the, with the dental included. Dental doesn't come included. The dental will be an extra \$9.62. That's okay. All right. So you just want the VIP Standard and the dental coverage plan for you and the children? Yep. All right. So with those two selected, your total will be \$36.97. Debt will be deducted weekly. Do you authorize your employer to make these deductions? Yes. And do I need to get... Do I just give you the kids' info? Yes, sir. I'll need first name, last name, Social Security and date of birth. Okay. The first one is Hadley- J- just give me, give me one moment. Okay. All right. Is it a girl or a boy? Girl. All right. First name? Hadley. H-A-D-L-E-Y. H-A-D- L-E-Y. Last name same as yours? Yep. Your Social? 484799115. You said 48479-911- 5. ... 5. All right. And the date of birth? Is 6/25/12. You said 6/25/2012? Yep. So we got a Hadley Hill. The birthday is 06/25/2012. Yep. All right. And the next one? Um, it's, uh, going to be a boy. And the first name is Wendell, W-E-N-D-E-L-L. Same last name? No. The last name on that one is Graves, G-R-A-V-E-S. Your Social? 300753520. You said 300753520? Yes, sir. And his date of birth? 03/26/2016. Okay. Was there another one? Nope. That was it. Just those two. Okay. All right. So the enrollment process, it does take one to two weeks. You'll get 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 cards will be sent one to two weeks from the activation date. Okay. So there's nothing else that I need to do? No, sir. And if you wanted a physical copy to your medical card, once your coverage becomes active, you have to call and request it. Otherwise it's only sent via email. Okay. All right. All right. Anything else I can help you with today, Mr. Hill? No, sir. Thank you very much. Then there's nothing else. Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. All right. You too. 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 Card. This is Malcolm. How can I help you?

Speaker speaker_2: Uh, yeah, I was told to call and I needed to do a change in coverage. I never got added to it whenever I first got employed and I needed to enroll myself and my two children.

Speaker speaker_1: Last one company you work for?

Speaker speaker_2: WorkSource.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 0717.

Speaker speaker_1: First name?

Speaker speaker_2: Devin.

Speaker speaker_1: Last name?

Speaker speaker_2: What was that?

Speaker speaker_1: Okay. Your last name?

Speaker speaker_2: Hill.

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

Speaker speaker_2: It's 242 Riviera Drive, Boonville, Arkansas. And then date of birth is 12/14/90.

Speaker speaker_1: Thank you. So we got your phone number, 479-322-2748.

Speaker speaker_2: Yep.

Speaker speaker_1: And the email is devinhill323@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. All right. So what exactly... You said you needed to do what exactly, sir?

Speaker speaker_2: I was trying to fill all this out and it wasn't giving me a spot to put two kids. And I thought that I had already signed up for it myself, but I just talked to the lady and she said I didn't. So I guess I need to enroll myself plus my two children in a VIP Standard Plan.

Speaker speaker_1: Is that the only plan that you wanted, was the VIP Standard?

Speaker speaker_2: Yeah, with the, with the dental included.

Speaker speaker_1: Dental doesn't come included. The dental will be an extra \$9.62.

Speaker speaker_2: That's okay.

Speaker speaker_1: All right. So you just want the VIP Standard and the dental coverage plan for you and the children?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. So with those two selected, your total will be \$36.97. Debt will be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes. And do I need to get... Do I just give you the kids' info?

Speaker speaker_1: Yes, sir. I'll need first name, last name, Social Security and date of birth.

Speaker speaker_2: Okay. The first one is Hadley-

Speaker speaker_1: J- just give me, give me one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Is it a girl or a boy?

Speaker speaker_2: Girl.

Speaker speaker_1: All right. First name?

Speaker speaker_2: Hadley. H-A-D-L-E-Y.

Speaker speaker_1: H-A-D-

Speaker speaker_2: L-E-Y.

Speaker speaker_1: Last name same as yours?

Speaker speaker_2: Yep.

Speaker speaker_1: Your Social?

Speaker speaker_2: 484799115.

Speaker speaker_1: You said 48479-911-

Speaker speaker_2: 5.

Speaker speaker_1: ... 5. All right. And the date of birth?

Speaker speaker_2: Is 6/25/12.

Speaker speaker_1: You said 6/25/2012?

Speaker speaker_2: Yep.

Speaker speaker_1: So we got a Hadley Hill. The birthday is 06/25/2012.

Speaker speaker_2: Yep.

Speaker speaker_1: All right. And the next one?

Speaker speaker_2: Um, it's, uh, going to be a boy. And the first name is Wendell, W-E-N-D-E-L-L.

Speaker speaker_1: Same last name?

Speaker speaker_2: No. The last name on that one is Graves, G-R-A-V-E-S.

Speaker speaker_1: Your Social?

Speaker speaker_2: 300753520.

Speaker speaker_1: You said 300753520?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And his date of birth?

Speaker speaker_2: 03/26/2016.

Speaker speaker_1: Okay. Was there another one?

Speaker speaker_2: Nope. That was it. Just those two.

Speaker speaker_1: Okay. All right. So the enrollment process, it does take one to two weeks. You'll get 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 cards will be sent one to two weeks from the activation date.

Speaker speaker_2: Okay. So there's nothing else that I need to do?

Speaker speaker_1: No, sir. And if you wanted a physical copy to your medical card, once your coverage becomes active, you have to call and request it. Otherwise it's only sent via email.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right. Anything else I can help you with today, Mr. Hill?

Speaker speaker_2: No, sir. Thank you very much.

Speaker speaker_1: Then there's nothing else. Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Bye. Thank you. Bye.