

## 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? Yes, hi. How are you doing? Happy New Year. Happy New Year. How can I help you today? Y- yes, hi. I was calling to see, uh, do I have any time to add or change any of my benefits? And which plan do you work for? MAU. Give me one moment. What's the last four of your social? 83637. First name? Lawrence. Last name? Patterson. Okay. For security purposes, can you verify your address and date of birth for me? Yes. Uh, 2... uh, 2435 East North Street, Mailbox 301, Greenville, South Carolina 29615. And date of birth? 10/17/71. Thank you. So we got your phone number, 920-8406? Yeah. Um, so with that, I'm moving, so I have to change... um, I'm... I can't update my address and, um, my phone number that I also had to change as well. Just let me know when you're ready. I'm ready for your new phone number, and then we can do your address. Sure. 747-2096. 747-2096. And the email is pattersonjt.lawrence@gmail.com? That's correct, sir. Yes, sir. Right. And give me one moment and we can get the y- address. All right, I'm ready for the new address. Yes. Uh, it is 1433 Cleveland Street. You said 14... Say one more time for me, sir. 14... 1433 Cleveland Street. You said 1143 Cleveland Street? No, 1433. 1433. 1433 Cleveland Street? Yes, sir. And that- Yeah, 14... Yeah, 1433 Cleveland Street. Is that a home? I didn't hear you. Hello? Is that... is that an apartment or a home? It's an apartment. Yes, sir. Uh- Can you hear me? It's a... Yeah, I can hear you. Hello? Hello? Yes, sir. That's- Hello? ... definitely a home. I- i- it's an apartment. It's an apartment. Can you hear me? Yeah, I can hear you. I can hear you. And what's the address again? Uh, C1048. C1048. Are you saying eight, like the number eight, or A, as in apple? A. A. Yeah, A as in apple. So it's apartment C104A? Yes, sir. In- Okay. ... in East Greenville. East Greenville, South Carolina 29607. Thank you. Okay. I've got that updated for you. Were you, were you wanting to make changes to your coverage? Yeah. Uh, is there any way that you could just go over my coverage and just tell me what I have and, and tell... if, if you have time to give me an option if I r- can change anything? Of course. So I wouldn't be able to, um, give you options because I'm not allowed to make recommendations. But I can tell you what they are for you. So right now you have the Industry Plus Enhanced, which is the highest medical plan that they have to offer. Uh-huh. And then you have the car accident, the dental, short-term disability, critical illness, vision, ID experts and the behavior health. Uh-huh. And with all that together you're paying \$42.45 a week. Uh, but you didn't say anything about the, uh, the, uh, life insurance. So does... do they not offer the life insurance anymore? Yes, sir. They... so the only... life insurance and the preventative care is the only plans you didn't get enrolled into. In the preventative care, will you get a card for that? Yes, sir. Okay. Is there any way you could enroll me in the prentative... the preventative care and how much of life insurance? \$2.11 for the life insurance and the preventative care would be \$9.46. Okay. Is there any way you could

add that? Could you just give me the value of the life insurance? 20,000. Okay. All right. Is, is that term or whole? I'm not sure what you mean by that. Uh, is, is it... is it whole life insurance or is it term life, just the 20,000? That seems like it would be a question you'd ask the carrier, because unfortunately I would... I'm not sure what you mean by that. Okay. I got it. Okay. All right. Okay. So with those added your total goes up to \$54.02. Do you authorize your employer to make these changes? Yes, I do. Thank you. All right, please be advised it does take one to two weeks for these changes to happen. You'll see the regular \$42.45 come out twice and then you should see the new total of the 54.02. Okay. Is there any way that you could send me, like, all of the new cards to the address? So you wouldn't... you wouldn't get new cards. You... Okay. Okay, and so- So the cards, the cards that you have will still be the ones you use. And so the two... the life... with the life ins- insurance and the other thing that I added, what was... the, the preventative care, the pre... the preventative care is added onto the insurance card that I already have, correct? No, so you'll get a separate card for your preventative care, because they don't- Oh. So your preventative care is covered by somebody else. The preventative care is covered by 90 degree Benefit, but your medical is covered by American Public Life. Okay, I got you. All right, thank you. Again, you'll get your new ID card... well, you'll get the new ID card for the preventative care one to two weeks from the date it'll become active. And when will it become active? When... if you... typically it takes one to two weeks for the changes to happen. In two weeks you should- All right. ... see the new total. All right. All right. All right, Thank you. No problem, Mr. Patterson. Was there anything else I could help you with today? No, that's it. Thank you. Bye-bye. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too, bro. 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 Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Yes, hi. How are you doing? Happy New Year.

Speaker speaker\_1: Happy New Year. How can I help you today?

Speaker speaker\_2: Y- yes, hi. I was calling to see, uh, do I have any time to add or change any of my benefits?

Speaker speaker\_1: And which plan do you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: Give me one moment. What's the last four of your social?

Speaker speaker\_2: 83637.

Speaker speaker\_1: First name?

Speaker speaker\_2: Lawrence.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Patterson.

Speaker speaker\_1: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. Uh, 2... uh, 2435 East North Street, Mailbox 301, Greenville, South Carolina 29615.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: 10/17/71.

Speaker speaker\_1: Thank you. So we got your phone number, 920-8406?

Speaker speaker\_2: Yeah. Um, so with that, I'm moving, so I have to change... um, I'm... I can't update my address and, um, my phone number that I also had to change as well. Just let me know when you're ready.

Speaker speaker\_1: I'm ready for your new phone number, and then we can do your address.

Speaker speaker\_2: Sure. 747-2096. 747-2096.

Speaker speaker\_1: And the email is pattersonjt.lawrence@gmail.com?

Speaker speaker\_2: That's correct, sir. Yes, sir.

Speaker speaker\_1: Right. And give me one moment and we can get the y- address. All right, I'm ready for the new address.

Speaker speaker\_2: Yes. Uh, it is 1433 Cleveland Street.

Speaker speaker\_1: You said 14... Say one more time for me, sir.

Speaker speaker\_2: 14... 1433 Cleveland Street.

Speaker speaker\_1: You said 1143 Cleveland Street?

Speaker speaker\_2: No, 1433. 1433.

Speaker speaker\_1: 1433 Cleveland Street?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And that-

Speaker speaker\_2: Yeah, 14... Yeah, 1433 Cleveland Street.

Speaker speaker\_1: Is that a home?

Speaker speaker\_2: I didn't hear you. Hello?

Speaker speaker\_1: Is that... is that an apartment or a home?

Speaker speaker\_2: It's an apartment.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Uh-

Speaker speaker\_1: Can you hear me?

Speaker speaker\_2: It's a... Yeah, I can hear you. Hello? Hello?

Speaker speaker\_1: Yes, sir. That's-

Speaker speaker\_2: Hello?

Speaker speaker\_1: ... definitely a home.

Speaker speaker\_2: I- i- it's an apartment. It's an apartment.

Speaker speaker\_1: Can you hear me?

Speaker speaker\_2: Yeah, I can hear you. I can hear you.

Speaker speaker\_1: And what's the address again?

Speaker speaker\_2: Uh, C1048. C1048.

Speaker speaker\_1: Are you saying eight, like the number eight, or A, as in apple?

Speaker speaker\_2: A. A. Yeah, A as in apple.

Speaker speaker\_1: So it's apartment C104A?

Speaker speaker\_2: Yes, sir. In-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... in East Greenville. East Greenville, South Carolina 29607.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I've got that updated for you. Were you, were you wanting to make changes to your coverage?

Speaker speaker\_2: Yeah. Uh, is there any way that you could just go over my coverage and just tell me what I have and, and tell... if, if you have time to give me an option if I r- can change anything?

Speaker speaker\_1: Of course. So I wouldn't be able to, um, give you options because I'm not allowed to make recommendations. But I can tell you what they are for you. So right now you have the Industry Plus Enhanced, which is the highest medical plan that they have to offer.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: And then you have the car accident, the dental, short-term disability, critical illness, vision, ID experts and the behavior health.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: And with all that together you're paying \$42.45 a week.

Speaker speaker\_2: Uh, but you didn't say anything about the, uh, the, uh, life insurance. So does... do they not offer the life insurance anymore?

Speaker speaker\_1: Yes, sir. They... so the only... life insurance and the preventative care is the only plans you didn't get enrolled into.

Speaker speaker\_2: In the preventative care, will you get a card for that?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Is there any way you could enroll me in the preventative... the preventative care and how much of life insurance?

Speaker speaker\_1: \$2.11 for the life insurance and the preventative care would be \$9.46.

Speaker speaker\_2: Okay. Is there any way you could add that? Could you just give me the value of the life insurance?

Speaker speaker\_1: 20,000.

Speaker speaker\_2: Okay. All right. Is, is that term or whole?

Speaker speaker\_1: I'm not sure what you mean by that.

Speaker speaker\_2: Uh, is, is it... is it whole life insurance or is it term life, just the 20,000?

Speaker speaker\_1: That seems like it would be a question you'd ask the carrier, because unfortunately I would... I'm not sure what you mean by that.

Speaker speaker\_2: Okay. I got it. Okay. All right.

Speaker speaker\_1: Okay. So with those added your total goes up to \$54.02. Do you authorize your employer to make these changes?

Speaker speaker\_2: Yes, I do.

Speaker speaker\_1: Thank you. All right, please be advised it does take one to two weeks for these changes to happen. You'll see the regular \$42.45 come out twice and then you should see the new total of the 54.02.

Speaker speaker\_2: Okay. Is there any way that you could send me, like, all of the new cards to the address?

Speaker speaker\_1: So you wouldn't... you wouldn't get new cards. You...

Speaker speaker\_2: Okay. Okay, and so-

Speaker speaker\_1: So the cards, the cards that you have will still be the ones you use.

Speaker speaker\_2: And so the two... the life... with the life ins- insurance and the other thing that I added, what was... the, the preventative care, the pre... the preventative care is added onto the insurance card that I already have, correct?

Speaker speaker\_1: No, so you'll get a separate card for your preventative care, because they don't-

Speaker speaker\_2: Oh.

Speaker speaker\_1: So your preventative care is covered by somebody else. The preventative care is covered by 90 degree Benefit, but your medical is covered by American Public Life.

Speaker speaker\_2: Okay, I got you. All right, thank you.

Speaker speaker\_1: Again, you'll get your new ID card... well, you'll get the new ID card for the preventative care one to two weeks from the date it'll become active.

Speaker speaker\_2: And when will it become active?

Speaker speaker\_1: When... if you... typically it takes one to two weeks for the changes to happen. In two weeks you should-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... see the new total.

Speaker speaker\_2: All right. All right. All right, Thank you.

Speaker speaker\_1: No problem, Mr. Patterson. Was there anything else I could help you with today?

Speaker speaker\_2: No, that's it. Thank you. Bye-bye.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_2: You too, bro.

Speaker speaker\_1: Thank you. Bye.