

Transcript: Malcolm

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Full Transcript

... benefits in the card is his mouth, I'm not gonna help you. Oh, hi. Um, my name's Jacob. I... My work had given me a, a, uh, package going over the different benefits options I could apply for, and I just had a couple questions about some of the benefits plans, and like this is, I'm not gonna lie, this is all just kind of confusing to me. All right. I can help you. I do wanna let you know that I have limited information because we're not a carrier, but I can help you out with some minor questions. What staffing company do you work for? Uh, HG Staffing. First, and what's the last four of your social? Uh, five-four-three-five. And like I said I'm at, uh, Jacob Turner. Thank you. For security purposes, can you verify your address and date of birth? Uh, yes. It's 835 South College Street, and my date of birth is September 26th, 1994. And I need the city, state, ZIP code as well. Uh, 37166. And your city and states? Uh, Smithville, Tennessee. Thank you. So we got your phone number at 615-464-8730? Yes. And there's no email on file. Would you like to add a email? Um, not right now, if I can, uh, avoid it. Aight. So, whoa. Give me one moment. Let me see something real. You mind if I put you on a brief hold? No, go ahead. Thank you. How you doing, Mr. Turner? Yeah, I'm still here. And so what type of questions did you ask? Um, well, first of all, I hadn't been able to get in touch with HG Staffing today, but I was... they, they said I had 30 days from when I started. Um, I think I'm pretty close, if not already over the 30 days. I didn't know if y'all could see that or not. I haven't had a ch-... I haven't been able to get a hold of anybody today to ask that question. Yes, sir. So unfortunately you are over the 30 days. That's what I have put that time to look over. Okay. That's just what I wanted to know. I'd completely forgotten about setting up my insurance with everything going on. I happened to come across that insurance packet and remembered, and remembered it. But if it's too late to set a sign up for it, then it's too late. I'll just have to wait. Um, when does the next open enrollment come around? One moment while I pull up that information. So it looks like it was from 5/20 until 7/31. That's what it was last year. They haven't given, they hadn't given us an updated one for this year, but based off that information, that's when it will be. Okay. All right. So it'll be- Well, thank you. I guess I, I can't really do much else right now, so, but thank you for all the information. No problem, Mr. Turner. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. I hope you have a great rest of your week as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: ... benefits in the card is his mouth, I'm not gonna help you.

Speaker speaker_1: Oh, hi. Um, my name's Jacob. I... My work had given me a, a, uh, package going over the different benefits options I could apply for, and I just had a couple questions about some of the benefits plans, and like this is, I'm not gonna lie, this is all just kind of confusing to me.

Speaker speaker_0: All right. I can help you. I do wanna let you know that I have limited information because we're not a carrier, but I can help you out with some minor questions. What staffing company do you work for?

Speaker speaker_1: Uh, HG Staffing.

Speaker speaker_0: First, and what's the last four of your social?

Speaker speaker_1: Uh, five-four-three-five. And like I said I'm at, uh, Jacob Turner.

Speaker speaker_0: Thank you. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Uh, yes. It's 835 South College Street, and my date of birth is September 26th, 1994.

Speaker speaker_0: And I need the city, state, ZIP code as well.

Speaker speaker_1: Uh, 37166.

Speaker speaker_0: And your city and states?

Speaker speaker_1: Uh, Smithville, Tennessee.

Speaker speaker_0: Thank you. So we got your phone number at 615-464-8730?

Speaker speaker_1: Yes.

Speaker speaker_0: And there's no email on file. Would you like to add a email?

Speaker speaker_1: Um, not right now, if I can, uh, avoid it.

Speaker speaker_0: Aight. So, whoa. Give me one moment. Let me see something real. You mind if I put you on a brief hold?

Speaker speaker_1: No, go ahead.

Speaker speaker_0: Thank you. How you doing, Mr. Turner?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: And so what type of questions did you ask?

Speaker speaker_1: Um, well, first of all, I hadn't been able to get in touch with HG Staffing today, but I was... they, they said I had 30 days from when I started. Um, I think I'm pretty close, if not already over the 30 days. I didn't know if y'all could see that or not. I haven't had a ch-... I haven't been able to get a hold of anybody today to ask that question.

Speaker speaker_0: Yes, sir. So unfortunately you are over the 30 days. That's what I have put that time to look over.

Speaker speaker_1: Okay. That's just what I wanted to know. I'd completely forgotten about setting up my insurance with everything going on. I happened to come across that insurance packet and remembered, and remembered it. But if it's too late to set a sign up for it, then it's too late. I'll just have to wait. Um, when does the next open enrollment come around?

Speaker speaker_0: One moment while I pull up that information. So it looks like it was from 5/20 until 7/31. That's what it was last year. They haven't given, they hadn't given us an updated one for this year, but based off that information, that's when it will be.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: So it'll be-

Speaker speaker_1: Well, thank you. I guess I, I can't really do much else right now, so, but thank you for all the information.

Speaker speaker_0: No problem, Mr. Turner. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: I hope you have a great rest of your week as well.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.