

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Card. This is Malcolm. How can I help you? Yes, my name's Miss Jenkins. Um, I've got the email about benefit enrollment. All right. What staff are you going to be working for? ATC Healthcare. Last four of your Social? 8661. All right. Now for security purposes, can you verify your address and date of birth for me? Uh, 1214 North Charles Street, uh, Apartment 311, Baltimore, Maryland, 21201. And your date of birth? 10/16/1980. Thank you. So we got your phone number, 443-649-4978? Yeah, that's... Yeah. And the email is latricejenkins36@gmail.com? Yes. All right. What type of coverage were interested in getting enrolled in? Uh, what, what kind of coverage do y'all got, 'cause I, I, I, I ain't even pulled it up. So they offer you... Let's see. They offer you medical; free Rx; virtual care; dental; short-term disability; life insurance; vision; critical illness/group accident and preventative care; behavioral health; and the ID experts. The who? ID experts is identity fraud. Yeah, I think, I think I could do that. Um, I got, I got... I don't need, um, vision, med- um, vision and medical care and dental. I got that already. So you just want the identity fraud? Yeah. And what else you have? So they... Outside of medical, they offer you free Rx, virtual care, short-term disability, life insurance, critical illness, group accident, and behavioral health. Short-term, short-term dis- disability is, uh, when you out for a while? Yes, ma'am, for a short term. Not a long time. Yeah, I can, I can get that. And also, uh... What else you say? Hmm, hmm. Free Rx, virtual care, short-term disability, life insurance, critical illness, group accident, behavioral health, and ID experts. Um, what does, um, uh, virtual care is? Say that again? Where is virtual care? What's that? I never had that. Virtual primary care? Yeah. Virtual primary care is being able to see a doctor virtually. It's the main- Uh, oh. ... ability to see them. Go ahead. What you say? I was just saying w- it gives you the access to, to meet with a doctor primary, a primary doctor virtually. No, I already got a primary doctor. What else were you interested in? And what else you got? So you get the free Rx- Mm-hmm. ... life insurance, critical illness- Mm-hmm. ... group accident. What kind of... Critical illness. What was that called? Critical illness. Yes, ma'am. That's like if you got cancer, one of those long-term illnesses and had to be out of work. It will assist with that. Yeah, I guess I'll take that, too. That's all. So short-term disability and the critical illness? Yeah. Okay. With those two selected, your total will be \$9.12. That'll be deducted weekly. Do you authorize your employer to make these deductions? Okay, that's fine. Uh... . Hello? Yes, ma'am. I'm just putting in your information. Oh, okay. Are you aware your coverage won't become active until next year? Okay. So I do need a beneficiary for your critical illness. I just need a first name, last name, and their relationship to you. I, I can't put... Uh, I can't put my son 'cause he's, he's, he's eight. Um, good Lord. Um, Connie, her name Connie Butler, my mother. How do you spell that? C-O-N-N-I-E. And last name? Butler. B-U-T-L-E-R. And who is that to you? My mama. Okay. All right. I got that updated for

you. Was there anything else that I can help you with today, Miss Jenkins? That's all. There's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yes, my name's Miss Jenkins. Um, I've got the email about benefit enrollment.

Speaker speaker_1: All right. What staff are you going to be working for?

Speaker speaker_2: ATC Healthcare.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 8661.

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

Speaker speaker_2: Uh, 1214 North Charles Street, uh, Apartment 311, Baltimore, Maryland, 21201.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10/16/1980.

Speaker speaker_1: Thank you. So we got your phone number, 443-649-4978?

Speaker speaker_2: Yeah, that's... Yeah.

Speaker speaker_1: And the email is latricejenkins36@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. What type of coverage were interested in getting enrolled in?

Speaker speaker_2: Uh, what, what kind of coverage do y'all got, 'cause I, I, I ain't even pulled it up.

Speaker speaker_1: So they offer you... Let's see. They offer you medical; free Rx; virtual care; dental; short-term disability; life insurance; vision; critical illness/group accident and preventative care; behavioral health; and the ID experts.

Speaker speaker_2: The who?

Speaker speaker_1: ID experts is identity fraud.

Speaker speaker_2: Yeah, I think, I think I could do that. Um, I got, I got... I don't need, um, vision, med- um, vision and medical care and dental. I got that already.

Speaker speaker_1: So you just want the identity fraud?

Speaker speaker_2: Yeah. And what else you have?

Speaker speaker_1: So they... Outside of medical, they offer you free Rx, virtual care, short-term disability, life insurance, critical illness, group accident, and behavioral health.

Speaker speaker_2: Short-term, short-term dis- disability is, uh, when you out for a while?

Speaker speaker_1: Yes, ma'am, for a short term. Not a long time.

Speaker speaker_2: Yeah, I can, I can get that. And also, uh... What else you say? Hmm, hmm.

Speaker speaker_1: Free Rx, virtual care, short-term disability, life insurance, critical illness, group accident, behavioral health, and ID experts.

Speaker speaker_2: Um, what does, um, uh, virtual care is?

Speaker speaker_1: Say that again?

Speaker speaker_2: Where is virtual care? What's that? I never had that.

Speaker speaker_1: Virtual primary care?

Speaker speaker_2: Yeah.

Speaker speaker_1: Virtual primary care is being able to see a doctor virtually. It's the main-

Speaker speaker_2: Uh, oh.

Speaker speaker_1: ... ability to see them.

Speaker speaker_2: Go ahead. What you say?

Speaker speaker_1: I was just saying w- it gives you the access to, to meet with a doctor primary, a primary doctor virtually.

Speaker speaker_2: No, I already got a primary doctor.

Speaker speaker_1: What else were you interested in?

Speaker speaker_2: And what else you got?

Speaker speaker_1: So you get the free Rx-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... life insurance, critical illness-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... group accident.

Speaker speaker_2: What kind of... Critical illness. What was that called? Critical an- illness.

Speaker speaker_1: Yes, ma'am. That's like if you got cancer, one of those long-term illnesses and had to be out of work. It will assist with that.

Speaker speaker_2: Yeah, I guess I'll take that, too. That's all.

Speaker speaker_1: So short-term disability and the critical illness?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. With those two selected, your total will be \$9.12. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Okay, that's fine. Uh...

Speaker speaker_1: .

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, ma'am. I'm just putting in your information.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Are you aware your coverage won't become active until next year?

Speaker speaker_2: Okay.

Speaker speaker_1: So I do need a beneficiary for your critical illness. I just need a first name, last name, and their relationship to you.

Speaker speaker_2: I, I can't put... Uh, I can't put my son 'cause he's, he's, he's eight. Um, good Lord. Um, Connie, her name Connie Butler, my mother.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: C-O-N-N-I-E.

Speaker speaker_1: And last name?

Speaker speaker_2: Butler. B-U-T-L-E-R.

Speaker speaker_1: And who is that to you?

Speaker speaker_2: My mama.

Speaker speaker_1: Okay. All right. I got that updated for you. Was there anything else that I can help you with today, Miss Jenkins?

Speaker speaker_2: That's all.

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

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.