

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? Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, Malcolm. My name is Bryce Bradford and I'm an employee with Site Staffing. Um, I was, uh, told to give you guys a call for your guys' enrollment for benefits. Okay. What's the last four of your social? 6417. You said 6417? Yes, correct. I see. And you say you with Site Staffing? Yes. And first name? Bryce. B-R-Y-C-E. All right. For security purposes, can you verify your address and date of birth for me? Yes. That'll be 11742 West Flag Avenue. Date of birth is going to be March 31st, 1993. Okay. Thank you. So we got your phone number, 414-317-4534. Yes, correct. And the email is bryce.bradford23@gmail.com? Yes. So you want to get enrolled into the coverage? Yes, sir. Right. What type of coverage were you interested in? Um, honestly, um, I'm in need of dental work. Um, so I think that's mainly the most important is like the dental, medical. So they only offer you one dental plan, but medical, they offer you three different plans. They offer you the VIP Standard, the VIP Classic, and the VIP Plus. All three of them cover doctors, hospitals, and prescriptions. The only difference between the Classic and the Plus and the Standard is with the Classic and the Plus, they offer you more w- as far as hospital benefits go. Okay. Um, I think I'll probably be a bet- best benefited with, uh, just dental. Just the dental and that's it? Yes, sir. Right. So your total's going to be \$3.38.50. You authorize your employer to make these deductions? Yes. Thank you. So are you aware that the coverage won't become active until January 6th? It's not active until January? Yes, sir. 'Cause there'll be future enrollment 'cause you guys are in open enrollment. Okay. Okay. Well, I guess that's only a few weeks from now, so that's fine. All right. So that's January 6th? Yes, sir. Okay. Right. Uh, so once your coverage becomes active, your ID card will be sent one to two weeks from that activation date. Okay. Would that be sent to my address? Yes, sir. The 11742 West Flag Ave, Milwaukee. Yes, sir. Okay. Right. Was there anything else I can help you with today, Mr. Bradford? Uh, no. Thank you. All right. Well, thanks for calling Benefits in the Car. Hope you have a great rest of your week. All right. You too. Thank you. Thank you. Mm-hmm. Bye-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? Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, Malcolm. My name is Bryce Bradford and I'm an employee with Site Staffing. Um, I was, uh, told to give you guys a call for your guys' enrollment for benefits.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 6417.

Speaker speaker_1: You said 6417?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: I see. And you say you with Site Staffing?

Speaker speaker_2: Yes.

Speaker speaker_1: And first name?

Speaker speaker_2: Bryce. B-R-Y-C-E.

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

Speaker speaker_2: Yes. That'll be 11742 West Flag Avenue. Date of birth is going to be March 31st, 1993.

Speaker speaker_1: Okay. Thank you. So we got your phone number, 414-317-4534.

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And the email is bryce.bradford23@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So you want to get enrolled into the coverage?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Right. What type of coverage were you interested in?

Speaker speaker_2: Um, honestly, um, I'm in need of dental work. Um, so I think that's mainly the most important is like the dental, medical.

Speaker speaker_1: So they only offer you one dental plan, but medical, they offer you three different plans. They offer you the VIP Standard, the VIP Classic, and the VIP Plus. All three of them cover doctors, hospitals, and prescriptions. The only difference between the Classic and the Plus and the Standard is with the Classic and the Plus, they offer you more w- as far as hospital benefits go.

Speaker speaker_2: Okay. Um, I think I'll probably be a bet- best benefited with, uh, just dental.

Speaker speaker_1: Just the dental and that's it?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Right. So your total's going to be \$3.38.50. You authorize your employer to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So are you aware that the coverage won't become active until January 6th?

Speaker speaker_2: It's not active until January?

Speaker speaker_1: Yes, sir. 'Cause there'll be future enrollment 'cause you guys are in open enrollment.

Speaker speaker_2: Okay. Okay. Well, I guess that's only a few weeks from now, so that's fine.

Speaker speaker_1: All right.

Speaker speaker_2: So that's January 6th?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Uh, so once your coverage becomes active, your ID card will be sent one to two weeks from that activation date.

Speaker speaker_2: Okay. Would that be sent to my address?

Speaker speaker_1: Yes, sir. The 11742 West Flag Ave, Milwaukee.

Speaker speaker_2: Yes, sir. Okay.

Speaker speaker_1: Right. Was there anything else I can help you with today, Mr. Bradford?

Speaker speaker_2: Uh, no. Thank you.

Speaker speaker_1: All right. Well, thanks for calling Benefits in the Car. Hope you have a great rest of your week.

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mm-hmm. Bye-bye.