

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey. How you doing, Malcolm? My name is Phillip. I just missed a call. I, I, I was on a, a, like a Zoom call, so I couldn't switch over. But, um, I believe someone from your offices had just tried to reach me. Okay. What staffing company you work for? BG Staffing. What's the last four of your social? 7026. First name? Phillip. Last name, Sands. For security purposes, can you verify your address and date of birth for me? Yeah. The address is 9101 Olmstead Drive, Apartment Number One. It's in Charlotte, North Carolina. 28262 is the zip code. My date of birth is January 22nd, 1965. Thank you. So we got your phone number, 631-885-6461? That's correct. And your email is psands1965@gmail.com? That's it. That's right. That's me. All right. So it looks like an outbound call was made to you to let you know that you were enrolled into the dental plan as a rehire. That's right. All right. That was a bad - I spoke to someone earlier... I'm sorry, what was that? Go ahead. I was just letting you know that's what the call was for. Oh, oh, what just letting me know that I have the dental coverage? Yes, sir, and, and letting you know the enrollment process will take one to two weeks. Yeah. Yeah. Yeah. She had explained it to me, someone I spoke to earlier. But, but, you know, I got another question maybe you could help me with. Mm-hmm. I was wondering if, if I was to pick up vision, vision, how much, how much would it be to get the vision? For eyeglasses? So, vision would be another \$2.99. Yeah. Is, is, is it possible you could set me up with that? So you want to get enrolled in for the, the vision as well? Yes. Yeah, the vision and the dental. The, 'cause I have like a health coverage, but if I can get like just the dental, which, which I have, and then the vision also, so I could order a pair of glasses. Okay. Sorry. No, you're fine. So I got that. I just added the vision for you. Thank you, man. I appreciate you 'cause I was gonna call you guys back 'cause, um, the young lady said I had to wait till I started. So I got a new assignment I'm starting tomorrow with BG. Mm-hmm. So I was gonna wait, I was gonna wait, kind of wait until I started that assignment but, I'm glad you called because I wanted to add that vision. Okay. All right. Well, was there anything else I can help you with today, Mr. Sands? Well, I, I was curious, do you guys send out like a card? Like, like will there be like a benefit card? Yes, sir. You'll receive it once your coverage becomes active. Okay. Yeah. That's, that's when I know when it's active, once I get the card in the mail, I guess, right? Yes, sir. And, um, I was just wondering, what, what would the card say? Like, like is it, um, like Cigna, um, Aetna, like, like, you know, th-... Could, could you tell me what coverage it is? It's MetLife and American Public Life. The Met, look, could, could, could you just share which one is the dental? It's American Public Life. American Public... And the MetLife is the vision? Okay. Yes, sir. Thank you, man, so much, man. I appreciate you helping me a lot, man. You're the man. You're the best. No problem, Mr. Phillip. Was there anything else I can help you with today? Not at this time. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of

your week. Thank you. Do, do I have to do anything else for the, to get the insurance to make sure that I'm covered? No, sir. You just gotta wait for the enrollment process and wait for that first- Okay. ... deduction to come out. That's right. Thank you so much. I appreciate your help. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Take care.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey. How you doing, Malcolm? My name is Phillip. I just missed a call. I, I, I was on a, a, like a Zoom call, so I couldn't switch over. But, um, I believe someone from your offices had just tried to reach me.

Speaker speaker\_0: Okay. What staffing company you work for?

Speaker speaker\_1: BG Staffing.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: 7026.

Speaker speaker\_0: First name?

Speaker speaker\_1: Phillip. Last name, Sands.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Yeah. The address is 9101 Olmstead Drive, Apartment Number One. It's in Charlotte, North Carolina. 28262 is the zip code. My date of birth is January 22nd, 1965.

Speaker speaker\_0: Thank you. So we got your phone number, 631-885-6461?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And your email is psands1965@gmail.com?

Speaker speaker\_1: That's it. That's right. That's me.

Speaker speaker\_0: All right. So it looks like an outbound call was made to you to let you know that you were enrolled into the dental plan as a rehire.

Speaker speaker\_1: That's right.

Speaker speaker\_0: All right. That was a bad -

Speaker speaker\_1: I spoke to someone earlier... I'm sorry, what was that?

Speaker speaker\_0: Go ahead. I was just letting you know that's what the call was for.

Speaker speaker\_1: Oh, oh, what just letting me know that I have the dental coverage?

Speaker speaker\_0: Yes, sir, and, and letting you know the enrollment process will take one to two weeks.

Speaker speaker\_1: Yeah. Yeah. Yeah. She had explained it to me, someone I spoke to earlier. But, but, you know, I got another question maybe you could help me with.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: I was wondering if, if I was to pick up vision, vision, how much, how much would it be to get the vision? For eyeglasses?

Speaker speaker\_0: So, vision would be another \$2.99.

Speaker speaker\_1: Yeah. Is, is, is it possible you could set me up with that?

Speaker speaker\_0: So you want to get enrolled in for the, the vision as well?

Speaker speaker\_1: Yes. Yeah, the vision and the dental. The, 'cause I have like a health coverage, but if I can get like just the dental, which, which I have, and then the vision also, so I could order a pair of glasses.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Sorry.

Speaker speaker\_0: No, you're fine. So I got that. I just added the vision for you.

Speaker speaker\_1: Thank you, man. I appreciate you 'cause I was gonna call you guys back 'cause, um, the young lady said I had to wait till I started. So I got a new assignment I'm starting tomorrow with BG.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So I was gonna wait, I was gonna wait, kind of wait until I started that assignment but, I'm glad you called because I wanted to add that vision.

Speaker speaker\_0: Okay. All right. Well, was there anything else I can help you with today, Mr. Sands?

Speaker speaker\_1: Well, I, I was curious, do you guys send out like a card? Like, like will there be like a benefit card?

Speaker speaker\_0: Yes, sir. You'll receive it once your coverage becomes active.

Speaker speaker\_1: Okay. Yeah. That's, that's when I know when it's active, once I get the card in the mail, I guess, right?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: And, um, I was just wondering, what, what would the card say? Like, like is it, um, like Cigna, um, Aetna, like, like, you know, th-... Could, could you tell me what coverage it is?

Speaker speaker\_0: It's MetLife and American Public Life.

Speaker speaker\_1: The Met, look, could, could, could you just share which one is the dental?

Speaker speaker\_0: It's American Public Life.

Speaker speaker\_1: American Public... And the MetLife is the vision? Okay.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Thank you, man, so much, man. I appreciate you helping me a lot, man. You're the man. You're the best.

Speaker speaker\_0: No problem, Mr. Phillip. Was there anything else I can help you with today?

Speaker speaker\_1: Not at this time. Thank you.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: Thank you. Do, do I have to do anything else for the, to get the insurance to make sure that I'm covered?

Speaker speaker\_0: No, sir. You just gotta wait for the enrollment process and wait for that first-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... deduction to come out.

Speaker speaker\_1: That's right. Thank you so much. I appreciate your help.

Speaker speaker\_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: You too.

Speaker speaker\_0: Take care.