

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 ..., this is Malcolm. How can I help you? What's up, Malcolm? Uh, how you doing? I was wondering, um, if I wanted to, like, upgrade my plan, um, I go through you guys? Uh, depends on what you, what are you trying to upgrade? Uh, my dental, because I have... Or do you guys even cover, like, extractions and wisdom tooth pulls and stuff like that? So, yeah. There wouldn't be, there wouldn't be any upgrade from the dental seeing they only offer one dental plan. And it says, "Major services like crowns and orthodontia are not covered." And the maximum that the plan would pay per person is \$500 a year. Okay. So yeah, I think I got the max and then that's when the \$500... Okay. All right. Well, is there anything else I can help you with today, sir? No, that's it. Thank you. No problem. Thanks for calling Benefits in the Hope you have a good rest of your day. You too. Thank you.

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 ..., this is Malcolm. How can I help you?

Speaker speaker_2: What's up, Malcolm? Uh, how you doing? I was wondering, um, if I wanted to, like, upgrade my plan, um, I go through you guys?

Speaker speaker_1: Uh, depends on what you, what are you trying to upgrade?

Speaker speaker_2: Uh, my dental, because I have... Or do you guys even cover, like, extractions and wisdom tooth pulls and stuff like that?

Speaker speaker_1: So, yeah. There wouldn't be, there wouldn't be any upgrade from the dental seeing they only offer one dental plan. And it says, "Major services like crowns and orthodontia are not covered." And the maximum that the plan would pay per person is \$500 a year.

Speaker speaker_2: Okay. So yeah, I think I got the max and then that's when the \$500... Okay.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, sir?

Speaker speaker_2: No, that's it. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Hope you have a good rest of your day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.