

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... a competition in the car business. Can I help you? Hi, my name is Shaquan Durham. Um, I currently work for MAU at GE. I had some questions about my benefits. How can I help you? Um, do, do y'all cover like their vision and stuff? What staffing company do you work for? MAU. What's the last four of your social? 2147. First name? Shaquan. Last name? Durham. And for security purposes, can you verify your address and date of birth for me? 1718 Ridge Avenue, Greenville, South Carolina, 29605. Date of birth, 2/27/1995. Okay. So you got a phone number 864-505-2572? Mm-hmm. And the email is shade.durham@ymail.com? Mm-hmm. You said, do they offer you vision? Yes, they offer you vision. Yes. Did I, 'cause you see, did I sign up for vision? I'm confused. No, ma'am. I didn't. Oh my God. Yeah. Would I be able to... Is it- This is for the short term disability and life insurance. Okay. Would I be able to... Is it still, uh, open enrollment? Yes, ma'am. You can get added if you'd like. Okay. Yes. Did you say you want to keep your dental, this, uh, short term disability- Yes. ... life insurance? Yes. Yes. So you just wanted to add the vision? Yes. How much more would it be to add the vision for me and, uh, one of my dependents that's on my... Like I have my daughter, Reagan Hill, on there? So it'd be \$14.58. That'll be your new total. \$14? And with just me, it would be like seven? With just you, it would go up to \$11.79. Oh, so if I add my daughter it'll be like \$3 more? Yeah. Can I add her as well? Did you want to add her to the dental and life insurance, as well? No. Or just the vision? Yeah, just the vision. Was there anything else that you wanted to add? Um, no. Um, also would that be, like would that go into effect when- It takes one to two weeks for the changes to happen. Oh, okay. And, um, when I go to the eye doctor, do I just take down, tell them I have benefits and a card? So you'll have a, you'll get a ID card and it'll be, your carrier will be MetLife. MetLife? Okay. Thank you. No problem, Ms. Durham. Was there anything else I can help you with today? That's it. Right. So I do need your beneficiary. So I do need your dependent's information. Mm-hmm. Because it do look like you have... So it already looks like you have your child on, on your coverage for the dental- Mm-hmm. ... and the life insurance. Mm-hmm. So did you want to take her off? No. I, I just wanted to add vision. That's all I want to do different. So you do- Other than that, that's it. So you do want... So you, so you do want dental and life insurance for the child, as well? If... I want to keep everything how it is. I don't want to touch anything besides add the vision. Like everything how I got it now, I want to keep it how it is. I just want to add vision. So right now you already have, you have a Reagan Hill and a Raheem Pearson- Mm-hmm. ... on your dental and life insurance? Mm-hmm. Okay. So you wanted to keep them on there. Yeah, I don't want to- And you don't want to add vision. Yeah, I just, I don't want to like touch anything that's on there now. I want to leave everything how it is. I just want to add. I don't want to take away from it. Okay. So with the, with the vision added, it'll go to \$20.80. Okay. So what was the 14 that you were just

telling me about? It was, 'cause I didn't just realize that you had children on there already. It would have been for dental and life insurance for just you. Okay. So my, my... The 20 was for dental. So if you- I'm s- Go ahead. Go ahead. Sorry. Yes, ma'am. So it would be the dental, short term disability, life insurance and vision. The short term dis- disability is just for you, and then the other three plans with you and your children. Okay. And all of that would be like a \$20 deduction- It's \$20 a year. ... off my check? Yes, ma'am. Okay. That's fine. All right. Well, I got that, I got those added. Be one to two weeks for the changes to happen. You'll still possibly see the regular deductions at a \$15.86. After the two weeks, you'll see the new \$20.80. Okay. And you said that, um, I've been... I think I got a card. I'm going to be honest. I think I threw them in the trash. Would I be able to get more cards done? You, you... Only cards you would have is for dental. You see, you're referring to the dental? You mean you didn't get any of the other cards yet? Yeah, I think I got, I think I got those cards. So I see that there's no Social Security for your kids on the file. Did you add that? I think I do. Hold on. Give me one second. Mm-kay. Your social for a rate in. You ready? Give, gimme one moment. Okay. All right, I'm ready. It is 019964834. You said 019964834? Mm-hmm. Thank you. And then I'm ready for a ring. Our RIN is 704- 704- ... 04- ... 4- 70404- 70404- ... 74- ... 50. Yes. Thank you. All right, I got that in the system. Miss Durham, was there anything else I could help you with today? Um, no, thank you. Right, so y- you did hear me when I said it does take one to two weeks for the changes to happen? Uh, uh, yeah. Um, with the, the, the vision, did you know anything about the benefits or would I have to call them later on? I can send you the benefits guide. Yeah. Could you send it to my email? Yes, ma'am. So just j.durham@ymail.com..com with a "E" not an "A". Yes. Okay. All right, I just sent that to your email. Okay. Thank you. No problem, Miss Durham. Was there anything else I could help you with today? No, thank you. Right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too.

Conversation Format

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

Speaker speaker_1: ... a competition in the car business. Can I help you?

Speaker speaker_2: Hi, my name is Shaquan Durham. Um, I currently work for MAU at GE. I had some questions about my benefits.

Speaker speaker_1: How can I help you?

Speaker speaker_2: Um, do, do y'all cover like their vision and stuff?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: MAU.

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

Speaker speaker_2: 2147.

Speaker speaker_1: First name?

Speaker speaker_2: Shaquan.

Speaker speaker_1: Last name?

Speaker speaker_2: Durham.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 1718 Ridge Avenue, Greenville, South Carolina, 29605. Date of birth, 2/27/1995.

Speaker speaker_1: Okay. So you got a phone number 864-505-2572?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the email is shade.durham@ymail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: You said, do they offer you vision? Yes, they offer you vision.

Speaker speaker_2: Yes. Did I, 'cause you see, did I sign up for vision? I'm confused.

Speaker speaker_1: No, ma'am.

Speaker speaker_2: I didn't. Oh my God.

Speaker speaker_1: Yeah.

Speaker speaker_2: Would I be able to... Is it-

Speaker speaker_1: This is for the short term disability and life insurance.

Speaker speaker_2: Okay. Would I be able to... Is it still, uh, open enrollment?

Speaker speaker_1: Yes, ma'am. You can get added if you'd like.

Speaker speaker_2: Okay. Yes.

Speaker speaker_1: Did you say you want to keep your dental, this, uh, short term disability-

Speaker speaker_2: Yes.

Speaker speaker_1: ... life insurance?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: So you just wanted to add the vision?

Speaker speaker_2: Yes. How much more would it be to add the vision for me and, uh, one of my dependents that's on my... Like I have my daughter, Reagan Hill, on there?

Speaker speaker_1: So it'd be \$14.58. That'll be your new total.

Speaker speaker_2: \$14? And with just me, it would be like seven?

Speaker speaker_1: With just you, it would go up to \$11.79.

Speaker speaker_2: Oh, so if I add my daughter it'll be like \$3 more? Yeah. Can I add her as well?

Speaker speaker_1: Did you want to add her to the dental and life insurance, as well?

Speaker speaker_2: No.

Speaker speaker_1: Or just the vision?

Speaker speaker_2: Yeah, just the vision.

Speaker speaker_1: Was there anything else that you wanted to add?

Speaker speaker_2: Um, no. Um, also would that be, like would that go into effect when-

Speaker speaker_1: It takes one to two weeks for the changes to happen.

Speaker speaker_2: Oh, okay. And, um, when I go to the eye doctor, do I just take down, tell them I have benefits and a card?

Speaker speaker_1: So you'll have a, you'll get a ID card and it'll be, your carrier will be MetLife.

Speaker speaker_2: MetLife? Okay. Thank you.

Speaker speaker_1: No problem, Ms. Durham. Was there anything else I can help you with today?

Speaker speaker_2: That's it.

Speaker speaker_1: Right. So I do need your beneficiary. So I do need your dependent's information.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Because it do look like you have... So it already looks like you have your child on, on your coverage for the dental-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and the life insurance.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So did you want to take her off?

Speaker speaker_2: No. I, I just wanted to add vision. That's all I want to do different.

Speaker speaker_1: So you do-

Speaker speaker_2: Other than that, that's it.

Speaker speaker_1: So you do want... So you, so you do want dental and life insurance for the child, as well?

Speaker speaker_2: If... I want to keep everything how it is. I don't want to touch anything besides add the vision. Like everything how I got it now, I want to keep it how it is. I just want to add vision.

Speaker speaker_1: So right now you already have, you have a Reagan Hill and a Raheem Pearson-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... on your dental and life insurance?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So you wanted to keep them on there.

Speaker speaker_2: Yeah, I don't want to-

Speaker speaker_1: And you don't want to add vision.

Speaker speaker_2: Yeah, I just, I don't want to like touch anything that's on there now. I want to leave everything how it is. I just want to add. I don't want to take away from it.

Speaker speaker_1: Okay. So with the, with the vision added, it'll go to \$20.80.

Speaker speaker_2: Okay. So what was the 14 that you were just telling me about?

Speaker speaker_1: It was, 'cause I didn't just realize that you had children on there already. It would have been for dental and life insurance for just you.

Speaker speaker_2: Okay. So my, my... The 20 was for dental.

Speaker speaker_1: So if you-

Speaker speaker_2: I'm s- Go ahead. Go ahead. Sorry.

Speaker speaker_1: Yes, ma'am. So it would be the dental, short term disability, life insurance and vision. The short term dis- disability is just for you, and then the other three plans with you and your children.

Speaker speaker_2: Okay. And all of that would be like a \$20 deduction-

Speaker speaker_1: It's \$20 a year.

Speaker speaker_2: ... off my check?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: All right. Well, I got that, I got those added. Be one to two weeks for the changes to happen. You'll still possibly see the regular deductions at a \$15.86. After the two

weeks, you'll see the new \$20.80.

Speaker speaker_2: Okay. And you said that, um, I've been... I think I got a card. I'm going to be honest. I think I threw them in the trash. Would I be able to get more cards done?

Speaker speaker_1: You, you... Only cards you would have is for dental. You see, you're referring to the dental? You mean you didn't get any of the other cards yet?

Speaker speaker_2: Yeah, I think I got, I think I got those cards.

Speaker speaker_1: So I see that there's no Social Security for your kids on the file. Did you add that?

Speaker speaker_2: I think I do. Hold on. Give me one second.Mm-kay. Your social for a rate in. You ready?

Speaker speaker_1: Give, gimme one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, I'm ready.

Speaker speaker_2: It is 019964834.

Speaker speaker_1: You said 019964834?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Thank you. And then I'm ready for a ring.

Speaker speaker_2: Our RIN is 704-

Speaker speaker_1: 704-

Speaker speaker_2: ... 04-

Speaker speaker_1: ... 4-

Speaker speaker_2: 7O404-

Speaker speaker_1: 7O404-

Speaker speaker_2: ... 74-

Speaker speaker_1: ... 50.

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. All right, I got that in the system. Miss Durham, was there anything else I could help you with today?

Speaker speaker_2: Um, no, thank you.

Speaker speaker_1: Right, so y- you did hear me when I said it does take one to two weeks for the changes to happen?

Speaker speaker_2: Uh, uh, yeah. Um, with the, the, the vision, did you know anything about the benefits or would I have to call them later on?

Speaker speaker_1: I can send you the benefits guide.

Speaker speaker_2: Yeah. Could you send it to my email?

Speaker speaker_1: Yes, ma'am. So just j.durham@ymail.com..com with a "E" not an "A".

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, I just sent that to your email.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem, Miss Durham. Was there anything else I could help you with today?

Speaker speaker_2: No, thank you.

Speaker speaker_1: Right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too.