

Transcript: Malcolm

Nash-5295969027440640-5820829197615104

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is how can I help you? Yes, um, I was calling for, um, benefits. All right, what staffing company, are you wanting to get enrolled? Yes. What, what staffing company do you work for? ATC. Last four of your Social? 7202. First name? Myrna. Last name? Reed Waller. All right, for security purposes, can you verify your address and date of birth for me? Uh, 701 Grand Boulevard, Chickasaw, Alabama. Date of birth, 11/12/1956. Thank you. So, we got your phone number as 656-5205. Yes. And we got email, so first name, last name at yahoo.com? Yes. All right, what type of coverage were you looking to get enrolled into? I was looking for the, uh, short-term disability, and, um, there's one, there's one up under that. Whatever it was, I can't remember. Here it is. You said short-term disability, and what else? Whichever one that was under that. It was, they, two right there together. This first- All right. What was it? Term life? Oh, I'm sorry. I didn't hear you. Term life? Yes. I think it was. You want me to get them real quick? But I don't have the papers in front of me. Mm-hmm. So was it \$2.11? Do you know, do you remember how much it cost? It was \$3.95, I believe. \$3.95? Yeah. There it was. The, uh, short-term disability and the other one, I think they were about the same price. \$3.85,.95, something like that. The short-term disability is \$5.18. And then- Is it five? Okay. Actually, the one that's below it is the term life, which is health and life insurance. Is what? Life insurance. Yeah, yeah. That's it. Okay. So those were the only two you wanted to get enrolled into? Yes. So your total will be \$7.29. Do you authorize your employer to make these deductions? I do. Do you... I, I also wanted to, um, include my spouse on there. That was no charge for, to include him, right? In which one? Both of them, I think. But he can't, he can't be included- This one. ... in the short-term disability? Uh-huh. Or he c- and- The term life and... Oop. Go ahead. No, you go ahead. Say that again, ma'am. No, I said you go ahead. Oh, okay. Um, so you just want the term life for you and your husband, and then you want the short-term- Yes. ... disability for yourself? Yes. All right, so with those selected, your total will be \$6.49. That'll be deducted weekly. Yes. Okay. Actually, it would be the \$7.72 because you're getting enrolled into the future enrollment for next year. This coverage won't become active until January 6th. Are you aware of that? I was not aware of that, but that's fine. Okay, and question, when does the, um, short-term disability pay out? So all of these- Same- ... coverage's won't, aren't, until January 6th. Yeah, but, um, like, say for instance if I had to utilize the short-term disability after- It wouldn't be active when- ... the January 6th. Well, go ahead. Sorry. Go ahead. I didn't hear you. Oh, no. You go ahead, ma'am. What was your question? The question was when will it become, when w- could it pay out? Is it a year's waiting period before it does? What do you mean when it pays out? When you can use the- Like if- ... short-term disability- ... you needed to u-, yeah, if you needed to utilize- Yeah, as soon as your coverage is active, you can use it. Oh, okay. All right. Thank

you. I just wanted to know 'cause I know sometimes you have to wait a year. Yes, ma'am. So I do need some, I do need your dependent's first name, last name, Social Security number, and date of birth. Okay, hold on just, oh yeah. It's all right here. His name is, first name is Joseph. Is that J-O-S-E-P-H? E-P, yes. Last name Waller. Main last name? Waller. Joseph? His last name is Joseph. Hold on a second, I'm gonna pull it up. And I know it's on live so I can just shout it out. I, I can't do that. I had two other million numbers to pull up. Oh, there it is, notes. Oh, no. Just saw his social security number on here. Okay, there we go. Um, 417-78-5747. You said 417-78-5747? Yes. And his date of birth? April 11th, 1956. You said April 11th, 1956? Yes. 56. You, uh, you need a beneficiary for your life insurance policy. Would it be him as well? No. It would be, um, LeBaron, L-E capital B-A-R-O-N Foster Allen. F-O-S-T-E-R hyphen W... I mean A-L-L-E-N. Sorry. I'm getting the number, letters mixed up. So you said L-E-B-A-R-O-N, and then is Foster Allen the last name? Yes, hyphenated. Yes. Who would that be? My son. All right. I got that in the system for you, Ms. Waller. Was there anything else I can help you with today? That's it. Thank you. No problem. Thanks for calling Benefits in the ... I hope you have a great rest of your week. You too. Bye-bye. 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 a Card. This is how can I help you?

Speaker speaker_2: Yes, um, I was calling for, um, benefits.

Speaker speaker_1: All right, what staffing company, are you wanting to get enrolled?

Speaker speaker_2: Yes.

Speaker speaker_1: What, what staffing company do you work for?

Speaker speaker_2: ATC.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 7202.

Speaker speaker_1: First name?

Speaker speaker_2: Myrna.

Speaker speaker_1: Last name?

Speaker speaker_2: Reed Waller.

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

Speaker speaker_2: Uh, 701 Grand Boulevard, Chickasaw, Alabama. Date of birth, 11/12/1956.

Speaker speaker_1: Thank you. So, we got your phone number as 656-5205.

Speaker speaker_2: Yes.

Speaker speaker_1: And we got email, so first name, last name at yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, what type of coverage were you looking to get enrolled into?

Speaker speaker_2: I was looking for the, uh, short-term disability, and, um, there's one, there's one up under that. Whatever it was, I can't remember.

Speaker speaker_1: Here it is. You said short-term disability, and what else?

Speaker speaker_2: Whichever one that was under that. It was, they, two right there together.

Speaker speaker_1: This first-

Speaker speaker_2: All right. What was it?

Speaker speaker_1: Term life?

Speaker speaker_2: Oh, I'm sorry. I didn't hear you.

Speaker speaker_1: Term life?

Speaker speaker_2: Yes. I think it was.

Speaker speaker_1: You want me to get them real quick?

Speaker speaker_2: But I don't have the papers in front of me. Mm-hmm.

Speaker speaker_1: So was it \$2.11? Do you know, do you remember how much it cost?

Speaker speaker_2: It was \$3.95, I believe.

Speaker speaker_1: \$3.95?

Speaker speaker_2: Yeah. There it was. The, uh, short-term disability and the other one, I think they were about the same price. \$3.85,.95, something like that.

Speaker speaker_1: The short-term disability is \$5.18. And then-

Speaker speaker_2: Is it five? Okay.

Speaker speaker_1: Actually, the one that's below it is the term life, which is health and life insurance.

Speaker speaker_2: Is what?

Speaker speaker_1: Life insurance.

Speaker speaker_2: Yeah, yeah. That's it.

Speaker speaker_1: Okay. So those were the only two you wanted to get enrolled into?

Speaker speaker_2: Yes.

Speaker speaker_1: So your total will be \$7.29. Do you authorize your employer to make these deductions?

Speaker speaker_2: I do.

Speaker speaker_1: Do you...

Speaker speaker_2: I, I also wanted to, um, include my spouse on there. That was no charge for, to include him, right?

Speaker speaker_1: In which one?

Speaker speaker_2: Both of them, I think.

Speaker speaker_1: But he can't, he can't be included-

Speaker speaker_2: This one.

Speaker speaker_1: ... in the short-term disability?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Or he c- and-

Speaker speaker_2: The term life and... Oop.

Speaker speaker_1: Go ahead.

Speaker speaker_2: No, you go ahead.

Speaker speaker_1: Say that again, ma'am.

Speaker speaker_2: No, I said you go ahead.

Speaker speaker_1: Oh, okay. Um, so you just want the term life for you and your husband, and then you want the short-term-

Speaker speaker_2: Yes.

Speaker speaker_1: ... disability for yourself?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, so with those selected, your total will be \$6.49. That'll be deducted weekly.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Actually, it would be the \$7.72 because you're getting enrolled into the future enrollment for next year. This coverage won't become active until January 6th. Are you aware of that?

Speaker speaker_2: I was not aware of that, but that's fine. Okay, and question, when does the, um, short-term disability pay out?

Speaker speaker_1: So all of these-

Speaker speaker_2: Same-

Speaker speaker_1: ... coverage's won't, aren't, until January 6th.

Speaker speaker_2: Yeah, but, um, like, say for instance if I had to utilize the short-term disability after-

Speaker speaker_1: It wouldn't be active when-

Speaker speaker_2: ... the January 6th.

Speaker speaker_1: Well, go ahead. Sorry.

Speaker speaker_2: Go ahead. I didn't hear you.

Speaker speaker_1: Oh, no. You go ahead, ma'am. What was your question?

Speaker speaker_2: The question was when will it become, when w- could it pay out? Is it a year's waiting period before it does?

Speaker speaker_1: What do you mean when it pays out? When you can use the-

Speaker speaker_2: Like if-

Speaker speaker_1: ... short-term disability-

Speaker speaker_2: ... you needed to u-, yeah, if you needed to utilize-

Speaker speaker_1: Yeah, as soon as your coverage is active, you can use it.

Speaker speaker_2: Oh, okay. All right. Thank you. I just wanted to know 'cause I know sometimes you have to wait a year.

Speaker speaker_1: Yes, ma'am. So I do need some, I do need your dependent's first name, last name, Social Security number, and date of birth.

Speaker speaker_2: Okay, hold on just, oh yeah. It's all right here. His name is, first name is Joseph.

Speaker speaker_1: Is that J-O-S-E-P-H?

Speaker speaker_2: E-P, yes. Last name Waller.

Speaker speaker_1: Main last name?

Speaker speaker_2: Waller.

Speaker speaker_1: Joseph?

Speaker speaker_2: His last name is Joseph. Hold on a second, I'm gonna pull it up.

Speaker speaker_3: And I know it's on live so I can just shout it out. I, I can't do that. I had two other million numbers to pull up. Oh, there it is, notes. Oh, no. Just saw his social security number on here. Okay, there we go. Um, 417-78-5747.

Speaker speaker_1: You said 417-78-5747?

Speaker speaker_3: Yes.

Speaker speaker_1: And his date of birth?

Speaker speaker_3: April 11th, 1956.

Speaker speaker_1: You said April 11th, 1956?

Speaker speaker_3: Yes. 56.

Speaker speaker_1: You, uh, you need a beneficiary for your life insurance policy. Would it be him as well?

Speaker speaker_3: No. It would be, um, LeBaron, L-E capital B-A-R-O-N Foster Allen. F-O-S-T-E-R hyphen W... I mean A-L-L-E-N. Sorry. I'm getting the number, letters mixed up.

Speaker speaker_1: So you said L-E-B-A-R-O-N, and then is Foster Allen the last name?

Speaker speaker_3: Yes, hyphenated. Yes.

Speaker speaker_1: Who would that be?

Speaker speaker_3: My son.

Speaker speaker_1: All right. I got that in the system for you, Ms. Waller. Was there anything else I can help you with today?

Speaker speaker_3: That's it. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the ... I hope you have a great rest of your week.

Speaker speaker_3: You too. Bye-bye.

Speaker speaker_1: Thank you.