

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, yes, sir. My name is Marlon Harper and I'm a new hire, uh, with, uh, Partners Personnel. Mm-hmm. And I want to, um, quit the insurance and you got Benefits in a Card. Th- that's the, um, information they gave me to call. You're saying you want to get enrolled in health insurance? Yes, sir. All right. What's the last four of your social? 7088. 7088? Yes, sir. First name? Marlon. M-A-R-L-O-N. Last name, Harper. H-A-R-P-E-R. You a brand new hire? Yes, sir. All right, so I'm about to add you in the system. What's your full social? Okay. 26004 7088. You said 26004 7088? Yes, sir. All right. And how you spell your first name? M-A-R-L-O-N. Oh, Marlon. And then the last name? Yes, sir. Harper. H-A-R-P-E-R. Harper. And your address? 2661 Baldcypress Drive. Bald as in eagle, Cypress, C-Y-P-R-E-S-S, Drive, Braselton, Georgia. What was that numbers again? What- what number with the address? Yes, sir. The street? 2661- Bald Cypress Road. Street. Dr- it's a drive, Baldcypress Drive. All right. Is it a home or an apartment? It's a, it's a house. All right. And your city? Braselton. B-R-A-S-E-L-T-O-N, Georgia. 30517. And the state? Say again? Sorry, it went a little fast for me. You said the city name is B-R-A-S-E-L- No. Let me let, let me turn this speaker off. That's probably why it's saying it can't hear me. Hold on one sec, sir. Mm-hmm. It's Braselton. B-R-A-S-E-L-T-O-N. And then the ZIP Code? 30517. Date of birth? 0615, 1965. Email? MarlonHarper- that's my first and last name - 1965@mail.com. It's not Gmail. It's @mail.com. All right. Let me pull this. You say something? No. Hello? Yeah. What you say now? Hey there. Hold on just one moment. So your phone number. Oh, 770- I'm gonna get a hold of you with your phone number. 770-561-7519. You said 770-561-7519? Yes, sir. You... And you said... Just to confirm, you said the address is 2661 Baldcypress Drive, Braselton, Georgia, 30517? Yes. And Braselton is spelled B-R-A-S-E-L-T-O-N? Yes. Okay. All right. What type of coverage do you want to get enrolled into? Uh, I need, um... I mean, I need... I need it all. I need medical, dental. You mean what plan? Yes, sir because they have- I don't know what you got. All right. So they offer you medical, free Rx, virtual care, dental- Mm-hmm. ... short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavioral health and the ID Express. Okay. I- I- I'm just actually looking at this stuff before I gave you a call. I just, I'm just looking at the, uh, the benefits and so on. So if you want, I can, I can go ahead and send you a benefits guide if you want to take the time to look over that. You do have 30 days from the date you receive your first paycheck to actually get enrolled in the company. Oh, okay. Good deal because, because last time I would have come and used you guys, I, I waited because of the comp, the company that I went to, I was assuming I was gonna get hired on but they were like wasn't, weren't trying to hear it right then. So when I tried to go back and do it, they told me I ha- I had to do it within the first 30 days. So that's what I'll do. I'll go over this and see what I need and, uh, give you a call back. All right. Give me one moment. Okay. We'll

go ahead and get that to you. Make sure you was able to receive that. How you gonna send it? Email? Email. Yes, sir. That's the way to go. And what you have for my email again? It's marlonharper1965@mail.com. That's it? All right. So I just sent that to your email. You can confirm that you received it? Okay, one second. Sometimes it does go to your spam inbox. Say again. I said sometimes it does go to your spam inbox. Oh, so now, now, now you've been confused. I was hoping it would pop up like normal. Hold on a minute. Let me check where this thing is going. Okay, yeah. You got my name spelled wrong too. You said M-A-R-L-O-N. Right. Oh, this must be some- somebody else. This must be someone that's trying to take me. I got a... You got an A-N-Y? The email you will receive from me is from info@benefitsinacar.com. Okay. Yeah, that's what I got. You got my name... It say, "Hello, Mark Maloney, M-A-R-L-O-N-E-Y. Thank you for contacting Benefits in a Car." That you? Oh, yeah. It must've been a typo. I apologize. Yeah. I have it in the system, I have it in the system as M-A-R-L-O-N. That's why I was surprised- Okay. Well, we got... As long we got it in there exactly. Yeah, yeah, that's funny, boy. I ain't never seen it like that before. Uh-huh, I apologize. It's all good though, boy. All right, so you do have the Benefits guy, correct? Yes, I do. All right, so we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. So if you try... Tomorrow we won't be open, but we'll be open again Monday. Right. And we're open today until 8:00 PM, so... Well, can I take a look at those and see what best suits me? All right. Well, is there anything else I can help you with today, Mr. Harper? Oh, no, you did a great job, sir. I'll give you a call as soon as I figure it out. I appreciate it, Mr. Harper. If there's nothing else, thanks for calling Benefits in a Car. I hope you have a great weekend, man. Same to you, sir. Bye-bye. Take care. Bye. What y'all doing? Y'all free now? Yeah, we're good. All right, man. Hey, check this out. I can't never get past this bullshit. Put me on your damn payroll. You need an accountant or something?

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Uh, yes, sir. My name is Marlon Harper and I'm a new hire, uh, with, uh, Partners Personnel.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I want to, um, quit the insurance and you got Benefits in a Card. That's the, um, information they gave me to call.

Speaker speaker_0: You're saying you want to get enrolled in health insurance?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: 7088.

Speaker speaker_0: 7088?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Marlon. M-A-R-L-O-N. Last name, Harper. H-A-R-P-E-R.

Speaker speaker_0: You a brand new hire?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right, so I'm about to add you in the system. What's your full social?

Speaker speaker_1: Okay. 26004 7088.

Speaker speaker_0: You said 26004 7088?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. And how you spell your first name?

Speaker speaker_1: M-A-R-L-O-N.

Speaker speaker_0: Oh, Marlon. And then the last name?

Speaker speaker_1: Yes, sir. Harper. H-A-R-P-E-R. Harper.

Speaker speaker_0: And your address?

Speaker speaker_1: 2661 Baldcypress Drive. Bald as in eagle, Cypress, C-Y-P-R-E-S-S, Drive, Braselton, Georgia.

Speaker speaker_0: What was that numbers again?

Speaker speaker_1: What- what number with the address?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: The street? 2661-

Speaker speaker_0: Bald Cypress Road. Street.

Speaker speaker_1: Dr- it's a drive, Baldcypress Drive.

Speaker speaker_0: All right. Is it a home or an apartment?

Speaker speaker_1: It's a, it's a house.

Speaker speaker_0: All right. And your city?

Speaker speaker_1: Braselton. B-R-A-S-E-L-T-O-N, Georgia. 30517.

Speaker speaker_0: And the state?

Speaker speaker_1: Say again?

Speaker speaker_0: Sorry, it went a little fast for me. You said the city name is B-R-A-S-E-L-

Speaker speaker_1: No. Let me let, let me turn this speaker off. That's probably why it's saying it can't hear me. Hold on one sec, sir.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: It's Braselton. B-R-A-S-E-L-T-O-N.

Speaker speaker_0: And then the ZIP Code?

Speaker speaker_1: 30517.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 0615, 1965.

Speaker speaker_0: Email?

Speaker speaker_1: MarlonHarper- that's my first and last name - 1965@mail.com. It's not Gmail. It's @mail.com.

Speaker speaker_0: All right. Let me pull this.

Speaker speaker_1: You say something?

Speaker speaker_0: No. Hello?

Speaker speaker_1: Yeah. What you say now? Hey there. Hold on just one moment.

Speaker speaker_0: So your phone number.

Speaker speaker_1: Oh, 770-

Speaker speaker_0: I'm gonna get a hold of you with your phone number.

Speaker speaker_1: 770-561-7519.

Speaker speaker_0: You said 770-561-7519?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: You... And you said... Just to confirm, you said the address is 2661 Baldcypress Drive, Braselton, Georgia, 30517?

Speaker speaker_1: Yes.

Speaker speaker_0: And Braselton is spelled B-R-A-S-E-L-T-O-N?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. What type of coverage do you want to get enrolled into?

Speaker speaker_1: Uh, I need, um... I mean, I need... I need it all. I need medical, dental. You mean what plan?

Speaker speaker_0: Yes, sir because they have-

Speaker speaker_1: I don't know what you got.

Speaker speaker_0: All right. So they offer you medical, free Rx, virtual care, dental-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... short-term disability, life insurance, vision, critical illness, group accident, preventative care, behavioral health and the ID Express.

Speaker speaker_1: Okay. I- I- I'm just actually looking at this stuff before I gave you a call. I just, I'm just looking at the, uh, the benefits and so on.

Speaker speaker_0: So if you want, I can, I can go ahead and send you a benefits guide if you want to take the time to look over that. You do have 30 days from the date you receive your first paycheck to actually get enrolled in the company.

Speaker speaker_1: Oh, okay. Good deal because, because last time I would have come and used you guys, I, I waited because of the comp, the company that I went to, I was assuming I was gonna get hired on but they were like wasn't, weren't trying to hear it right then. So when I tried to go back and do it, they told me I ha- I had to do it within the first 30 days. So that's what I'll do. I'll go over this and see what I need and, uh, give you a call back.

Speaker speaker_0: All right. Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: We'll go ahead and get that to you. Make sure you was able to receive that.

Speaker speaker_1: How you gonna send it? Email?

Speaker speaker_0: Email. Yes, sir.

Speaker speaker_1: That's the way to go. And what you have for my email again?

Speaker speaker_0: It's marlonharper1965@mail.com.

Speaker speaker_1: That's it?

Speaker speaker_0: All right. So I just sent that to your email. You can confirm that you received it?

Speaker speaker_1: Okay, one second.

Speaker speaker_0: Sometimes it does go to your spam inbox.

Speaker speaker_1: Say again.

Speaker speaker_0: I said sometimes it does go to your spam inbox.

Speaker speaker_1: Oh, so now, now, now you've been confused. I was hoping it would pop up like normal. Hold on a minute. Let me check where this thing is going. Okay, yeah. You got my name spelled wrong too.

Speaker speaker_0: You said M-A-R-L-O-N.

Speaker speaker_1: Right. Oh, this must be some- somebody else. This must be someone that's trying to take me. I got a... You got an A-N-Y?

Speaker speaker_0: The email you will receive from me is from info@benefitsinacar.com.

Speaker speaker_1: Okay. Yeah, that's what I got. You got my name... It say, "Hello, Mark Maloney, M-A-R-L-O-N-E-Y. Thank you for contacting Benefits in a Car." That you?

Speaker speaker_0: Oh, yeah. It must've been a typo. I apologize.

Speaker speaker_1: Yeah.

Speaker speaker_0: I have it in the system, I have it in the system as M-A-R-L-O-N. That's why I was surprised-

Speaker speaker_1: Okay. Well, we got... As long we got it in there exactly. Yeah, yeah, that's funny, boy. I ain't never seen it like that before.

Speaker speaker_0: Uh-huh, I apologize.

Speaker speaker_1: It's all good though, boy.

Speaker speaker_0: All right, so you do have the Benefits guy, correct?

Speaker speaker_1: Yes, I do.

Speaker speaker_0: All right, so we're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. So if you try... Tomorrow we won't be open, but we'll be open again Monday.

Speaker speaker_1: Right.

Speaker speaker_0: And we're open today until 8:00 PM, so...

Speaker speaker_1: Well, can I take a look at those and see what best suits me?

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Harper?

Speaker speaker_1: Oh, no, you did a great job, sir. I'll give you a call as soon as I figure it out.

Speaker speaker_0: I appreciate it, Mr. Harper. If there's nothing else, thanks for calling Benefits in a Car. I hope you have a great weekend, man.

Speaker speaker_1: Same to you, sir. Bye-bye.

Speaker speaker_0: Take care. Bye.

Speaker speaker_2: What y'all doing? Y'all free now?

Speaker speaker_1: Yeah, we're good.

Speaker speaker_2: All right, man.

Speaker speaker_1: Hey, check this out. I can't never get past this bullshit.

Speaker speaker_2: Put me on your damn payroll. You need an accountant or something?