

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi. I was wondering if I could enroll, uh, through this care from you guys. Through what staffing company? Yes. Uh, Carlton Staffing. Carlton Staffing? Yes. What's the last four of your Social? 0939. First name? Taelynn Stovall. Are you a brand new hire? Yes. I'll have to add you in that system there. What's your full Social? 671100939. You said 6710... I mean, 671103039? Yes. How do you spell your first name? Taelynn. T-A-E-L-Y-N-N. You said T-A-E? Yes. What was the rest? L-Y-N-N, N after Nancy from both of them. So T-A-E-L-Y-N? Yes. All right, and your last name? Stovall. S-T-O-V after Victor, A-L-L. S-T-O-V-A-L-L? Um, S-T-O-V after Victor, A-L-L. You said V as in Victor, correct? Yes. Okay. And your address? 1862 Fenn, F-E-N-N, Lane, Clarksdale, Tennessee 37043. How do you spell that? Sorry. The city name? Hello? Yes. How do you spell the city name? Um, F as in Frank, E as in Elephant, N after Nancy, N after Nancy. No, not the address, the city. Oh, sorry, Clarksdale? Mm-hmm. Tennessee. So how do you spell the city name? C-L-A-R-K-S-B after Victor, I-L-L-E. And the ZIP Code? 37043. Date of birth? January 8th, 2001. You said January 8th, 2001? Yes. Email? That'd be my last name, tae@gmail.com. You said last name, tae@gmail.com? Yes. Can I get your phone number? 931-553-3279. You said 931-553-3279? Yes. All right, what type of coverage were you wanting to get enrolled into? T-A-P double S. I'm sorry, what type of coverage were you wanting to get enrolled into? Um, I'm trying to figure that out. I don't know nothing about the health insurance that you guys have. I just want to see- So you want to get information? Yes. All right, so do you want me to s- I can send you the benefits guide. Okay. Did you want me to decline the coverage while you waiting to get enrolled? 'Cause they do auto-enroll you into coverage. Oh. Um, yes. So you still, even if I decline it, you still eligible to get enrolled yourself. I'm just declining it so they don't auto-enroll you into the coverage. Oh, okay. Yeah, that's fine. Okay. So I'm about to send the benefits guide to your email. Give me one moment. Mm-hmm. All right, I just sent that to your email. Can you verify that you received it? I'm looking at it right now. Well, not the email. I'm looking for it. It'll be from info@benefitsinacard.com, and it does sometimes go to your spam inbox. Okay. Let me check back. I haven't received anything yet. So just to pro- just to s- just to confirm, you said your email... It's Stovalltae@gmail.com. It's S-T-O, V as in Victor, A-L-L, T-A-E@gmail.com? Yes. God, I hope... Looks like it... It said it bounced back undeliverable. What? Um, that's the email that I use. Hold on. I don't know if you could use my iCloud. No, go back in the... You said it is the correct email? I said, um, I don't know if you could use my iCloud, but the Gmail- Yeah. ... that's the one that I use the most. So you, could you spell it out for me? S as in snake, T as in tango, O as in octopus, V as in victor, A as in apple, L as in lima, L as in lima, P as in pink, A as in apple, E as in echo at gmail.com? Yes. Yeah, no, it bounced back and said it was undeliverable to that email. Okay. Um, you can use the same, like, letters, but, um, the

iCloud I said. So what's the, what's the iCloud email? I'm not sure what's going on with that one. You said what? What's your iCloud email? It's the same, um, letters with the Gmail, but the, um, iCloud. So it's the same exact thing but, but with iCloud? Yes. All right. Let's see. That's weird. I use my Gmail a lot. Okay. All right, so I just sent it to your iCloud email. Mm-hmm. Can you say that one more time? I just sent it to your iCloud email. Oh. Let me shut things down here. Well, what's the, um... That one also bounced back. The email you sent? You said healthcare.gov? No, sir. No, ma'am. It's info@benefitsinacard.com. Oh. And that other email just got bounced back as well. Hmm. Okay. Hmm. I don't... 'Cause I use my Gmail. I don't know. Hello? Yes. So they do offer you, you could go, also go to the website directly if you wanted to find information if your email's not working. Okay. Yeah, if you can send me the information for that. So I wouldn't be able to, to your emails 'cause your, neither one of those emails were, was on file. I can give you the- Okay. ... website. Yeah, that's all right, sir. Cool. Whenever you're ready. I'm good. All right. So it'll be mybiac.com/carlton. You said my- My, B as in boy. ... biac? Yes, ma'am. Dot-com? Yes, ma'am. Okay. This might take long. Once you get to that website, you're gonna click download documents, and then you should be able to see- It took me to, like, a Windows thing. I don't know. So just www.M as in Mike, Y as in Yankee, B as in bravo, I as in igloo, A as in apple, C as in charlie.com/carlton. Um, yeah, somebody else started the other. Hmm, I'm not sure which... Are you trying to do it while you're on the phone with me? No, I have the, um, iPad with me. Hmm, not sure why it's not working. Are you spelling... How are you spelling it? Yeah, I put the M there, too, and it's not coming up as- It's M, M as in Mike, Y as in yankee, B as in bravo, I as in igloo, A as in apple, C as in charlie.com. Yes. Yes. Are you spelling Carlton correct, C-A-R-L-T-O-N? Yeah. See, that's why I didn't... Say that again? You said C... Hold on. C, C as in cat, A as in- Oh, gotcha. ... alpha, R as in romeo, L as in lima, T as in tango, O as in oscar, N as in nancy. There you go. Okay. My bad. All right. But, yeah, I see it now. Keep going? So then you want to hit download documents? Yes. And then you're gonna hit Carlton Staffing 2025 Enrollment Guide. Mm-hmm. And that's the benefits guide that I was gonna send you. Oh, okay. But for some reason, like, I know my email work. I don't know why it's not working for this. Yeah. I apologize for that. So is there anything else that I can help you with today, Ms. Duvall? Um, how do I sign myself up for this? Or, wait... So you can, you can do it from that link, from that website link, or you can call us and we can get you enrolled. Okay. Yep. Well, is there anything else I can help you with today, Ms. Duvall? No, that's all. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week. Thank you. You, too. Thank you. Bye. Bye.

## Conversation Format

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

Speaker speaker\_1: Hi. I was wondering if I could enroll, uh, through this care from you guys.

Speaker speaker\_0: Through what staffing company?

Speaker speaker\_1: Yes. Uh, Carlton Staffing.

Speaker speaker\_0: Carlton Staffing?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: 0939.

Speaker speaker\_0: First name?

Speaker speaker\_1: Taelynn Stovall.

Speaker speaker\_0: Are you a brand new hire?

Speaker speaker\_1: Yes.

Speaker speaker\_0: I'll have to add you in that system there. What's your full Social?

Speaker speaker\_1: 671100939.

Speaker speaker\_0: You said 6710... I mean, 671103039?

Speaker speaker\_1: Yes.

Speaker speaker\_0: How do you spell your first name?

Speaker speaker\_1: Taelynn. T-A-E-L-Y-N-N.

Speaker speaker\_0: You said T-A-E?

Speaker speaker\_1: Yes.

Speaker speaker\_0: What was the rest?

Speaker speaker\_1: L-Y-N-N, N after Nancy from both of them.

Speaker speaker\_0: So T-A-E-L-Y-N?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, and your last name?

Speaker speaker\_1: Stovall. S-T-O-V after Victor, A-L-L.

Speaker speaker\_0: S-T-O-V-A-L-L?

Speaker speaker\_1: Um, S-T-O-V after Victor, A-L-L.

Speaker speaker\_0: You said V as in Victor, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And your address?

Speaker speaker\_1: 1862 Fenn, F-E-N-N, Lane, Clarksdale, Tennessee 37043.

Speaker speaker\_0: How do you spell that?

Speaker speaker\_1: Sorry.

Speaker speaker\_0: The city name? Hello?

Speaker speaker\_1: Yes.

Speaker speaker\_0: How do you spell the city name?

Speaker speaker\_1: Um, F as in Frank, E as in Elephant, N after Nancy, N after Nancy.

Speaker speaker\_0: No, not the address, the city.

Speaker speaker\_1: Oh, sorry, Clarksdale?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Tennessee.

Speaker speaker\_0: So how do you spell the city name?

Speaker speaker\_1: C-L-A-R-K-S-B after Victor, I-L-L-E.

Speaker speaker\_0: And the ZIP Code?

Speaker speaker\_1: 37043.

Speaker speaker\_0: Date of birth?

Speaker speaker\_1: January 8th, 2001.

Speaker speaker\_0: You said January 8th, 2001?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Email?

Speaker speaker\_1: That'd be my last name, tae@gmail.com.

Speaker speaker\_0: You said last name, tae@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Can I get your phone number?

Speaker speaker\_1: 931-553-3279.

Speaker speaker\_0: You said 931-553-3279?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, what type of coverage were you wanting to get enrolled into?

Speaker speaker\_1: T-A-P double S.

Speaker speaker\_0: I'm sorry, what type of coverage were you wanting to get enrolled into?

Speaker speaker\_1: Um, I'm trying to figure that out. I don't know nothing about the health insurance that you guys have. I just want to see-

Speaker speaker\_0: So you want to get information?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right, so do you want me to s- I can send you the benefits guide.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Did you want me to decline the coverage while you waiting to get enrolled? 'Cause they do auto-enroll you into coverage.

Speaker speaker\_1: Oh. Um, yes.

Speaker speaker\_0: So you still, even if I decline it, you still eligible to get enrolled yourself. I'm just declining it so they don't auto-enroll you into the coverage.

Speaker speaker\_1: Oh, okay. Yeah, that's fine.

Speaker speaker\_0: Okay. So I'm about to send the benefits guide to your email. Give me one moment.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right, I just sent that to your email. Can you verify that you received it?

Speaker speaker\_1: I'm looking at it right now. Well, not the email. I'm looking for it.

Speaker speaker\_0: It'll be from info@benefitsinacard.com, and it does sometimes go to your spam inbox.

Speaker speaker\_1: Okay. Let me check back. I haven't received anything yet.

Speaker speaker\_0: So just to pro- just to s- just to confirm, you said your email...

Speaker speaker\_1: It's Stovalltae@gmail.com.

Speaker speaker\_0: It's S-T-O, V as in Victor, A-L-L, T-A-E@gmail.com?

Speaker speaker\_1: Yes. God, I hope...

Speaker speaker\_0: Looks like it... It said it bounced back undeliverable.

Speaker speaker\_1: What? Um, that's the email that I use. Hold on. I don't know if you could use my iCloud. No, go back in the...

Speaker speaker\_0: You said it is the correct email?

Speaker speaker\_1: I said, um, I don't know if you could use my iCloud, but the Gmail-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: ... that's the one that I use the most.

Speaker speaker\_0: So you, could you spell it out for me? S as in snake, T as in tango, O as in octopus, V as in victor, A as in apple, L as in lima, L as in lima, P as in pink, A as in apple, E as in echo at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah, no, it bounced back and said it was undeliverable to that email.

Speaker speaker\_1: Okay. Um, you can use the same, like, letters, but, um, the iCloud I said.

Speaker speaker\_0: So what's the, what's the iCloud email?

Speaker speaker\_1: I'm not sure what's going on with that one. You said what?

Speaker speaker\_0: What's your iCloud email?

Speaker speaker\_1: It's the same, um, letters with the Gmail, but the, um, iCloud.

Speaker speaker\_0: So it's the same exact thing but, but with iCloud?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Let's see.

Speaker speaker\_1: That's weird. I use my Gmail a lot. Okay.

Speaker speaker\_0: All right, so I just sent it to your iCloud email.

Speaker speaker\_1: Mm-hmm. Can you say that one more time?

Speaker speaker\_0: I just sent it to your iCloud email.

Speaker speaker\_1: Oh. Let me shut things down here. Well, what's the, um...

Speaker speaker\_0: That one also bounced back.

Speaker speaker\_1: The email you sent? You said healthcare.gov?

Speaker speaker\_0: No, sir. No, ma'am. It's info@benefitsinacard.com.

Speaker speaker\_1: Oh.

Speaker speaker\_0: And that other email just got bounced back as well.

Speaker speaker\_1: Hmm. Okay. Hmm. I don't... 'Cause I use my Gmail. I don't know.

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes.

Speaker speaker\_0: So they do offer you, you could go, also go to the website directly if you wanted to find information if your email's not working.

Speaker speaker\_1: Okay. Yeah, if you can send me the information for that.

Speaker speaker\_0: So I wouldn't be able to, to your emails 'cause your, neither one of those emails were, was on file. I can give you the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... website.

Speaker speaker\_1: Yeah, that's all right, sir.

Speaker speaker\_0: Cool. Whenever you're ready.

Speaker speaker\_1: I'm good.

Speaker speaker\_0: All right. So it'll be mybiac.com/carlton.

Speaker speaker\_1: You said my-

Speaker speaker\_0: My, B as in boy.

Speaker speaker\_1: ... biac?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Dot-com?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Okay. This might take long.

Speaker speaker\_0: Once you get to that website, you're gonna click download documents, and then you should be able to see-

Speaker speaker\_1: It took me to, like, a Windows thing. I don't know.

Speaker speaker\_0: So just www.M as in Mike, Y as in Yankee, B as in bravo, I as in igloo, A as in apple, C as in charlie.com/carlton.

Speaker speaker\_1: Um, yeah, somebody else started the other.

Speaker speaker\_0: Hmm, I'm not sure which... Are you trying to do it while you're on the phone with me?

Speaker speaker\_1: No, I have the, um, iPad with me.

Speaker speaker\_0: Hmm, not sure why it's not working. Are you spelling... How are you spelling it?

Speaker speaker\_1: Yeah, I put the M there, too, and it's not coming up as-

Speaker speaker\_0: It's M, M as in Mike, Y as in yankee, B as in bravo, I as in igloo, A as in apple, C as in charlie.com.

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: Are you spelling Carlton correct, C-A-R-L-T-O-N?

Speaker speaker\_1: Yeah. See, that's why I didn't...

Speaker speaker\_0: Say that again?

Speaker speaker\_1: You said C... Hold on.

Speaker speaker\_0: C, C as in cat, A as in-

Speaker speaker\_1: Oh, gotcha.

Speaker speaker\_0: ... alpha, R as in romeo, L as in lima, T as in tango, O as in oscar, N as in nancy.

Speaker speaker\_1: There you go. Okay. My bad.

Speaker speaker\_0: All right.

Speaker speaker\_1: But, yeah, I see it now.

Speaker speaker\_0: Keep going? So then you want to hit download documents?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then you're gonna hit Carlton Staffing 2025 Enrollment Guide.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And that's the benefits guide that I was gonna send you.

Speaker speaker\_1: Oh, okay. But for some reason, like, I know my email work. I don't know why it's not working for this.

Speaker speaker\_0: Yeah. I apologize for that. So is there anything else that I can help you with today, Ms. Duvall?

Speaker speaker\_1: Um, how do I sign myself up for this? Or, wait...

Speaker speaker\_0: So you can, you can do it from that link, from that website link, or you can call us and we can get you enrolled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yep. Well, is there anything else I can help you with today, Ms. Duvall?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker\_1: Thank you. You, too.

Speaker speaker\_0: Thank you. Bye.

Speaker speaker\_1: Bye.