

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits from Accardio, this is Malcolm. How can I help you? Hey, yes, how are you doing? I was, uh, calling to set up, uh, my dental. What staffing company do you work for? Uh, I'm at ManCan. Okay, what's the last four of your social? Uh, 4501. First name? Uh, B-R-Y-A-N-T. You said B-R-Y-A-N-T? Mm-hmm, like... You're breaking up, sir. Uh, like Bryant, B-R-Y-A-N-T, like Kobe Bryant, Bryant. Are you a brand new hire? Uh, well, I've... I just came in to try to get a job, so I don't know if I got it yet. But yeah, I will be a brand new hire. Good. So I have to add you in the system. What's your full social? Hm. 844501. You were breaking up when you were telling me. 277-8445-01. I did. 277-8445-01? Yes, sir. Your first name's Bryant. What's your last name? Uh, O-L-L-I-S-O-N. O-L-L-I-S-O-N? Yeah, O-L-L-I-S-O-N. Okay. And what's the address for you? Uh, 866 Iona, I-O-N-A. Mm-hmm. It's 6... 866 Iona... Uh, I guess it'd be- ... uh, 8th Avenue Street? I'm sorry? Is it Iona Way, Avenue Street, Boulevard, Circle? Uh, I-O... Street. Okay. Is that home or apartment? Apartment. What was your apartment number? Uh, don't have a number, 866. Okay. What city? Uh, Akron. Is that A-K-R-O-N? Yes, sir. And s- state? Ohio. Zip code? 44314. Date of birth? 07/07/1985. Email? Uh, Bryant, B-R-Y-A-N-T, D-A-R-N-E-L-L 6147@gmail.com. You said bryantdarnell6147@gmail.com? Yes. And your phone number? 330-396-4137. Okay. 330-396-4137? Yes. All right. What type of coverage were you looking to get enrolled into this? Oh, I just needed dental. And then what else? Uh, that's it. All right. So that'll be \$3.38. And I also have to let you know this, your plan falls under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. Since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless you have a company open enrollment period, where you have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. And do you authorize your employer to make these deductions? Yes. Thank you. Okay, so please be advised the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, now follow on Mondays when your coverage should become active. Your ID cards will be sent one to two weeks from the activation date. Okay. What's her name? Oh, yeah. I am... I am so sorry. 187... Cool. Is there anything else I can help you with today, Mr. Bryant? Uh, no, sir. That'll be all. All right. If there's nothing else, thanks for calling Benefits from Accardio. I hope you have a great rest of your week. Thanks. No problem. Okay. Bye-bye. All right.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits from Accardio, this is Malcolm. How can I help you?

Speaker speaker_1: Hey, yes, how are you doing? I was, uh, calling to set up, uh, my dental.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, I'm at ManCan.

Speaker speaker_0: Okay, what's the last four of your social?

Speaker speaker_1: Uh, 4501.

Speaker speaker_0: First name?

Speaker speaker_1: Uh, B-R-Y-A-N-T.

Speaker speaker_0: You said B-R-Y-A-N-T?

Speaker speaker_1: Mm-hmm, like...

Speaker speaker_0: You're breaking up, sir.

Speaker speaker_1: Uh, like Bryant, B-R-Y-A-N-T, like Kobe Bryant, Bryant.

Speaker speaker_0: Are you a brand new hire?

Speaker speaker_1: Uh, well, I've... I just came in to try to get a job, so I don't know if I got it yet. But yeah, I will be a brand new hire.

Speaker speaker_0: Good. So I have to add you in the system. What's your full social?

Speaker speaker_1: Hm. 844501.

Speaker speaker_0: You were breaking up when you were telling me.

Speaker speaker_1: 277-8445-01.

Speaker speaker_0: I did. 277-8445-01?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Your first name's Bryant. What's your last name?

Speaker speaker_1: Uh, O-L-L-I-S-O-N.

Speaker speaker_0: O-L-L-I-S-O-N?

Speaker speaker_1: Yeah, O-L-L-I-S-O-N.

Speaker speaker_0: Okay. And what's the address for you?

Speaker speaker_1: Uh, 866 Iona, I-O-N-A.

Speaker speaker_0: Mm-hmm. It's 6... 866 Iona...

Speaker speaker_1: Uh, I guess it'd be-

Speaker speaker_0: ... uh, 8th Avenue Street?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Is it Iona Way, Avenue Street, Boulevard, Circle?

Speaker speaker_1: Uh, I-O... Street.

Speaker speaker_0: Okay. Is that home or apartment?

Speaker speaker_1: Apartment.

Speaker speaker_0: What was your apartment number?

Speaker speaker_1: Uh, don't have a number, 866.

Speaker speaker_0: Okay. What city?

Speaker speaker_1: Uh, Akron.

Speaker speaker_0: Is that A-K-R-O-N?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And s- state?

Speaker speaker_1: Ohio.

Speaker speaker_0: Zip code?

Speaker speaker_1: 44314.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 07/07/1985.

Speaker speaker_0: Email?

Speaker speaker_1: Uh, Bryant, B-R-Y-A-N-T, D-A-R-N-E-L-L 6147@gmail.com.

Speaker speaker_0: You said bryantdarnell6147@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And your phone number?

Speaker speaker_1: 330-396-4137.

Speaker speaker_0: Okay. 330-396-4137?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What type of coverage were you looking to get enrolled into this?

Speaker speaker_1: Oh, I just needed dental.

Speaker speaker_0: And then what else?

Speaker speaker_1: Uh, that's it.

Speaker speaker_0: All right. So that'll be \$3.38. And I also have to let you know this, your plan falls under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. Since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless you have a company open enrollment period, where you have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: And do you authorize your employer to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. Okay, so please be advised the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, now follow on Mondays when your coverage should become active. Your ID cards will be sent one to two weeks from the activation date.

Speaker speaker_1: Okay.

Speaker speaker_2: What's her name? Oh, yeah. I am... I am so sorry. 187...

Speaker speaker_0: Cool. Is there anything else I can help you with today, Mr. Bryant?

Speaker speaker_1: Uh, no, sir. That'll be all.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits from Accardio. I hope you have a great rest of your week.

Speaker speaker_1: Thanks.

Speaker speaker_0: No problem.

Speaker speaker_1: Okay. Bye-bye.

Speaker speaker_0: All right.