

## Transcript: Malcolm

**Nash-5477370079690752-5764764595077120**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. This is Malcolm. How can I help you? Hello. This is Austin Cantrell. Um, I was calling to see if I could set up everything online, um, for my benefits and a card. You mean, through Underwater On, on the phone. Okay. What staffing company are you working for? I'm working for, uh, WorkSmart and Trigo. Do you have- What's the last four of your social? 5062. First name? Austin. Are you a brand new hire? Yeah. They're looking for a new hire. I'm gonna have to add you in the system. You said WorkSmart? Okay. Yes, sir. All right. Your full social? 655-12-5062. You said 655-12- 5062. You said your first name's Austin? Yes, sir. Is that A-U-S-T-I-N? Yes, sir. And your last name? C-A-N-T-R-E-L-L-E. You said C-A-N-T-R-E-L-L-E. So a Canprelle. Yeah. So it's C-A-N-T-R-E-L-L-E? Yes, sir. All right. And the address for you? 15662 Capstone Boulevard. Is that C-A-P stone? Yeah. And the city? Um, it's Capstone Boulevard, Brookwood, Alabama 35444. He asked for a last name. And Brookwood is B-R-O-O-K-W-O-O-D? Yeah. Thank you. He asked for an email address. All right. And the date of birth? January 4th, 2002. Email? It's aust.cantrell@icloud.com. I look like Scott Smiley. You said A-U-S-T.last name@icloud.com? Yes, sir. And your phone number? 205-872-6361. Yeah. All right. So are you wanting to get enrolled in the coverage or you want to decline the coverage? Uh, I wanted to get enrolled, but I also wanted to add my son to it. And I was wanting to ask you when it would be effective and when I could have, like, a, I guess, proof of insurance or provide proof of insurance and all that? Okay. So the enrollment process takes one to two weeks from whatever date you got it on the road. Mm-hmm. Once we see that- Of course. ... first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from the activation date. Is there a way that I can get them... uh, like a email copy of them? So once your coverage becomes active, typically that week they're available around Thursday or Friday. Okay. All right. What type of coverage were you wanting to get enrolled into? Um, so I took a picture of the form. So I'm getting the Stay Healthy Plan with employee and children, which is 21.73. Going through. Mm-hmm. And then I'm getting the VIP Classic and I'm paying for the employee and children, which was 31.06. And I'm gonna get the dental with the employee and children, the disability, life, vision- For you? Yeah. For me and my son. So life insurance for you and your son? Yeah. And so it's everything for you and your son? Yeah. Okay. Well, that's- Except, uh... That's what we need. Just so it's not missing anything. Except for, uh, behavioral. I'm not getting behavioral or IDX Social Plus or FreeRx. It's just, uh, everything from accident all the way, all the way to, uh, dental. So you want everything except for the FreeRx, the behavioral health and the IDX plus? Um, yeah. Yeah, that's right. All right. So I'd need, I would need his first name, last name, Social Security and date of birth. His first name's Beckham Cantrell. How do you spell that? B-E-C-K-H-A-M. And then

C-A-N-T-R-E-L-L-E. And his social security? His soc- his social is 739-05-1875. Date of birth? 9/15/22. Thank you. So your total's going to be \$80.68. Do you authorize your employer to make these deductions? I do. Thank you. Yeah. Uh, do you need a beneficiary for your life insurance policy? Uh, yes. I'm gonna use... I'm gonna put my mom as the beneficiary. All right. What's her name? Misty Cantrell. Is that Misty? Misty. Is that M-I-S-T-Y? Yes, sir. Thank you. Yeah. All right. So the enrollment process does take one to two weeks. Once we see that first deduction from your paycheck and we see it in our system that following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from the activation date. Okay. Okay. Hey, excuse me. I do want to let you know that once your coverage becomes active, if you wanted a physical copy of your medical card, you have to call and request it. Otherwise, it's only sent via email. Okay. All right. Well, is there anything else I can help you with today, Mr. Austin? That is, that is all. Well, if there's nothing else, thanks for calling Benefits and a Card. I hope you have a great rest of your day. Thank you. You have a good rest of your day too. Thank you. Go ahead. Come on in. Oh, he's snoring. He's so cute.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits and a card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hello. This is Austin Cantrell. Um, I was calling to see if I could set up everything online, um, for my benefits and a card.

Speaker speaker\_1: You mean, through Underwater

Speaker speaker\_3: On, on the phone.

Speaker speaker\_1: Okay. What staffing company are you working for?

Speaker speaker\_2: I'm working for, uh, WorkSmart and Trigo.

Speaker speaker\_0: Do you have-

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 5062.

Speaker speaker\_1: First name?

Speaker speaker\_2: Austin.

Speaker speaker\_1: Are you a brand new hire?

Speaker speaker\_2: Yeah.

Speaker speaker\_0: They're looking for a new hire.

Speaker speaker\_1: I'm gonna have to add you in the system. You said WorkSmart?

Speaker speaker\_2: Okay. Yes, sir.

Speaker speaker\_0: All right. Your full social?

Speaker speaker\_2: 655-12-5062.

Speaker speaker\_1: You said 655-12-

Speaker speaker\_2: 5062.

Speaker speaker\_1: You said your first name's Austin?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Is that A-U-S-T-I-N?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And your last name?

Speaker speaker\_2: C-A-N-T-R-E-L-L-E.

Speaker speaker\_1: You said C-A-N-T-R-E-

Speaker speaker\_2: L-L-E.

Speaker speaker\_0: So a Canprelle.

Speaker speaker\_2: Yeah.

Speaker speaker\_0: So it's C-A-N-T-R-E-L-L-E?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. And the address for you?

Speaker speaker\_2: 15662 Capstone Boulevard.

Speaker speaker\_1: Is that C-A-P stone?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And the city?

Speaker speaker\_2: Um, it's Capstone Boulevard, Brookwood, Alabama 35444.

Speaker speaker\_0: He asked for a last name.

Speaker speaker\_1: And Brookwood is B-R-O-O-K-W-O-O-D?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: He asked for an email address.

Speaker speaker\_1: All right. And the date of birth?

Speaker speaker\_2: January 4th, 2002.

Speaker speaker\_1: Email?

Speaker speaker\_2: It's aust.cantrell@icloud.com.

Speaker speaker\_0: I look like Scott Smiley.

Speaker speaker\_1: You said A-U-S-T.last name@icloud.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And your phone number?

Speaker speaker\_2: 205-872-6361. Yeah.

Speaker speaker\_1: All right. So are you wanting to get enrolled in the coverage or you want to decline the coverage?

Speaker speaker\_2: Uh, I wanted to get enrolled, but I also wanted to add my son to it. And I was wanting to ask you when it would be effective and when I could have, like, a, I guess, proof of insurance or provide proof of insurance and all that?

Speaker speaker\_1: Okay. So the enrollment process takes one to two weeks from whatever date you got it on the road.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Once we see that-

Speaker speaker\_2: Of course.

Speaker speaker\_1: ... first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from the activation date.

Speaker speaker\_2: Is there a way that I can get them... uh, like a email copy of them?

Speaker speaker\_1: So once your coverage becomes active, typically that week they're available around Thursday or Friday.

Speaker speaker\_2: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: What type of coverage were you wanting to get enrolled into?

Speaker speaker\_2: Um, so I took a picture of the form. So I'm getting the Stay Healthy Plan with employee and children, which is 21.73.

Speaker speaker\_0: Going through.

Speaker speaker\_2: Mm-hmm. And then I'm getting the VIP Classic and I'm paying for the employee and children, which was 31.06. And I'm gonna get the dental with the employee and

children, the disability, life, vision-

Speaker speaker\_1: For you?

Speaker speaker\_2: Yeah. For me and my son.

Speaker speaker\_1: So life insurance for you and your son?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And so it's everything for you and your son?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Well, that's-

Speaker speaker\_2: Except, uh...

Speaker speaker\_1: That's what we need. Just so it's not missing anything.

Speaker speaker\_2: Except for, uh, behavioral. I'm not getting behavioral or IDX Social Plus or FreeRx. It's just, uh, everything from accident all the way, all the way to, uh, dental.

Speaker speaker\_1: So you want everything except for the FreeRx, the behavioral health and the IDX plus?

Speaker speaker\_2: Um, yeah. Yeah, that's right.

Speaker speaker\_1: All right. So I'd need, I would need his first name, last name, Social Security and date of birth.

Speaker speaker\_2: His first name's Beckham Cantrell.

Speaker speaker\_1: How do you spell that?

Speaker speaker\_2: B-E-C-K-H-A-M. And then C-A-N-T-R-E-L-L-E.

Speaker speaker\_1: And his social security?

Speaker speaker\_2: His soc- his social is 739-05-1875.

Speaker speaker\_1: Date of birth?

Speaker speaker\_2: 9/15/22.

Speaker speaker\_1: Thank you. So your total's going to be \$80.68. Do you authorize your employer to make these deductions?

Speaker speaker\_2: I do.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Uh, do you need a beneficiary for your life insurance policy?

Speaker speaker\_2: Uh, yes. I'm gonna use... I'm gonna put my mom as the beneficiary.

Speaker speaker\_1: All right. What's her name?

Speaker speaker\_2: Misty Cantrell.

Speaker speaker\_0: Is that Misty?

Speaker speaker\_1: Misty. Is that M-I-S-T-Y?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: All right. So the enrollment process does take one to two weeks. Once we see that first deduction from your paycheck and we see it in our system that following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from the activation date.

Speaker speaker\_2: Okay. Okay. Hey, excuse me.

Speaker speaker\_1: I do want to let you know that once your coverage becomes active, if you wanted a physical copy of your medical card, you have to call and request it. Otherwise, it's only sent via email.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, is there anything else I can help you with today, Mr. Austin?

Speaker speaker\_2: That is, that is all.

Speaker speaker\_1: Well, if there's nothing else, thanks for calling Benefits and a Card. I hope you have a great rest of your day.

Speaker speaker\_2: Thank you. You have a good rest of your day too.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Go ahead. Come on in. Oh, he's snoring. He's so cute.