

## **Transcript: Malcolm**

**Nash-5529471130583040-5104191857541120**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Uh, yes, I have a job and I work, I w- I'm working for the resource, uh, temporary service, and I was trying to fill... They told me to call this number so I could get my, my health benefits. So you want to get enrolled? Yes. All right. What's the last four of your social? 6257. First name? Michael. Last name? Kaiser. All right. For security purposes, can you verify your address and date of birth for me? 175 Jerseys Lane, Lexington, North Carolina. And my birthday is 5/2/68. Okay. So yeah, your phone number 336-938-9829? Yes. And your email is kaisermichael011@gmail.com? Yes. You... Hey, what type of coverage were you wanting to get enrolled into? Uh, I'm really not sure, man. I don't... I'm not... I don't know. Uh, they never showed me any paperwork or anything so I can look at anything, so... I just want something- Okay. ... so I can go, so I can go to the doctor and, you know, whatever. Did you want me to send you a benefits guide before you get enrolled, so you can look it over? Uh, I don't know what- You guys are in open... You guys are in open enrollment until February 1st. Yeah, I was just trying to get it done. I was just trying to get it done. So you don't want the benefits guide is what you want to get enrolled? Yeah, I want the benefits. So it's a matter of did you want me to send you the benefits guide before you got enrolled into coverage? Oh. Oh. Or you just want me to go ahead and enroll you without looking at the benefits guide? How would you send that, email? Yes, sir. Yes, I'd like to see that. I would. One moment. Is the kaisermichael011@gmail.com the email to send it to you? Yes. All right. I understand that's your email. It should be from an info@benefitsinacar.com. Okay. All right. Appreciate it. Absolutely, no problem, sir. Did you want to look over that and give us, give us a call back to get enrolled? Yeah, what time do y'all close? 8:00 PM Eastern Time. Oh, yeah. It's gonna be... I'll, I'll probably call you today then. That's fine. I didn't know if we... I didn't know y'all closed that late. Yeah, this guy, I just need to look at it and see what I need. All right. Well, is there anything else I can help you with today, Mr. Kaiser? No, that's, that's good right now. Thank you very much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. All right. Thank you. You too. 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 the Car. This is Malcolm, how can I help you?

Speaker speaker\_2: Uh, yes, I have a job and I work, I w- I'm working for the resource, uh, temporary service, and I was trying to fill... They told me to call this number so I could get my, my health benefits.

Speaker speaker\_1: So you want to get enrolled?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: 6257.

Speaker speaker\_1: First name?

Speaker speaker\_2: Michael.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Kaiser.

Speaker speaker\_1: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 175 Jerseys Lane, Lexington, North Carolina. And my birthday is 5/2/68.

Speaker speaker\_1: Okay. So yeah, your phone number 336-938-9829?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is kaisermichael011@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You... Hey, what type of coverage were you wanting to get enrolled into?

Speaker speaker\_2: Uh, I'm really not sure, man. I don't... I'm not... I don't know. Uh, they never showed me any paperwork or anything so I can look at anything, so... I just want something-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... so I can go, so I can go to the doctor and, you know, whatever.

Speaker speaker\_1: Did you want me to send you a benefits guide before you get enrolled, so you can look it over?

Speaker speaker\_2: Uh, I don't know what-

Speaker speaker\_1: You guys are in open... You guys are in open enrollment until February 1st.

Speaker speaker\_2: Yeah, I was just trying to get it done. I was just trying to get it done.

Speaker speaker\_1: So you don't want the benefits guide is what you want to get enrolled?

Speaker speaker\_2: Yeah, I want the benefits.

Speaker speaker\_1: So it's a matter of did you want me to send you the benefits guide before you got enrolled into coverage?

Speaker speaker\_2: Oh. Oh.

Speaker speaker\_1: Or you just want me to go ahead and enroll you without looking at the benefits guide?

Speaker speaker\_2: How would you send that, email?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Yes, I'd like to see that. I would.

Speaker speaker\_1: One moment. Is the kaisermichael011@gmail.com the email to send it to you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. I understand that's your email. It should be from an info@benefitsinacar.com.

Speaker speaker\_2: Okay. All right. Appreciate it.

Speaker speaker\_1: Absolutely, no problem, sir. Did you want to look over that and give us, give us a call back to get enrolled?

Speaker speaker\_2: Yeah, what time do y'all close?

Speaker speaker\_1: 8:00 PM Eastern Time.

Speaker speaker\_2: Oh, yeah. It's gonna be... I'll, I'll probably call you today then.

Speaker speaker\_1: That's fine.

Speaker speaker\_2: I didn't know if we... I didn't know y'all closed that late. Yeah, this guy, I just need to look at it and see what I need.

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

Speaker speaker\_2: No, that's, that's good right now. Thank you very much.

Speaker speaker\_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker\_2: All right. Thank you. You too.

Speaker speaker\_1: Thank you.