

Transcript: Malcolm

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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? Yes, um, I would like to enroll for, uh, we call that insure, insurance, life insurance, uh... What staff com- what staff company do you work for? Uh, company? Yes, sir. What staff company you work for? Ah. Uh, Oxford. What's the last four of your social? Uh, 7253. First name? Dennis. Last name? Datu. Right. For security purposes, can you verify your address and date of birth for me? 9710 Decatur Road, Middle River, Maryland, 21220. My date of birth, 10/20/1964. Could you say your address for me one more time? 9710 Decatur Road, Middle River, Maryland, 21220. Thank you. Do we have your phone number, 443-41- uh, 451-5030? Uh, 443-858-8303. All right, say that one more time. 443-858-8303. Okay. And the email is dennis.datu@yahoo.com? Correct. Yeah. All right. What type of coverage were you wantin' to get enrolled into? Um, you know, a typical probably term life insurance. Say that again, sir. Um, life insurance. Are you saying life insurance or medical insurance? How about with life, life insurance? Life insurance? Yes. What else were you interested in? Uh, I think that's all. So you just want the life insurance and that's it? Yeah, I think the other, well, I just want the basic. So I wouldn't be able to make any recommendations, sir. You would have to pick your options. Oh, okay. So how do we do that? How do I see... So they, they offer you medical, dental, short-term disability, life insurance, vision and preventive care. Okay. So how do I choose? Do I have, uh, like a checklist of what I have to select? Yes, sir. You have, you have dental. I got... I'm lookin' at it right now. So medical, they offer you two different plans. They offer you the Insure Plus Basic and the Insure Plus Enhanced. They both cover doctors, hospitals and pres- prescriptions. The only difference between two is the In- Plus, the Insure Plus Enhanced offers more for the hospital benefit. Outside of that, there's only one dental plan. There's only one short-term disability plan. There's only one life insurance plan, one vision plan and one preventative care plan. Uh, okay. Do I have to, like, pay for a... for... All of these cost money, sir. Yes, sir, all of the coverages cost money. Even the basic life insurance? Yes, sir. The basic would be \$18 and that does not include dental or vision. Dental will be an additional \$3.64 and vision will be an additional \$2.15. No, the basic life insurance. Oh, so the life insurance is only \$2.11. Okay, \$2. Okay. Uh, how much is the coverage? For \$20,000. 20. So is that the basic? Yes, that's the only plan I have to offer you, sir. Okay. Okay, I'll get that. So you just want the med... you just want the life insurance and that's it? Yes. Okay. So you're aware this coverage won't become active until January 6th, 2025? Uh, I was at... I, I, I work for the company for... since June this year. And I said, are you aware that your coverage won't start until January 6th, 2025? Okay. All right. So I do need a beneficiary for your life insurance policy. I will just need a first name and last name and their relationship to you. Lilibeth. How do you spell that? L-I-L-I-B-E-T-H. You say L-I-L-I... B as in boy, E-T-H. B-T... B-E-T-H? Yes, Lilibeth. And last

name? Datu. Who is that to you? Spouse. All right. I got that in the system. Mr. Datu, was there anything else I could help you with today? Hmm. I'm good. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye-bye.

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: Yes, um, I would like to enroll for, uh, we call that insure, insurance, life insurance, uh...

Speaker speaker_1: What staff com- what staff company do you work for?

Speaker speaker_2: Uh, company?

Speaker speaker_1: Yes, sir. What staff company you work for?

Speaker speaker_2: Ah. Uh, Oxford.

Speaker speaker_1: What's the last four of your social?

Speaker speaker_2: Uh, 7253.

Speaker speaker_1: First name?

Speaker speaker_2: Dennis.

Speaker speaker_1: Last name?

Speaker speaker_2: Datu.

Speaker speaker_1: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 9710 Decatur Road, Middle River, Maryland, 21220. My date of birth, 10/20/1964.

Speaker speaker_1: Could you say your address for me one more time?

Speaker speaker_2: 9710 Decatur Road, Middle River, Maryland, 21220.

Speaker speaker_1: Thank you. Do we have your phone number, 443-41- uh, 451-5030?

Speaker speaker_2: Uh, 443-858-8303.

Speaker speaker_1: All right, say that one more time.

Speaker speaker_2: 443-858-8303.

Speaker speaker_1: Okay. And the email is dennis.datu@yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Yeah. All right. What type of coverage were you wantin' to get enrolled into?

Speaker speaker_2: Um, you know, a typical probably term life insurance.

Speaker speaker_1: Say that again, sir.

Speaker speaker_2: Um, life insurance.

Speaker speaker_1: Are you saying life insurance or medical insurance?

Speaker speaker_2: How about with life, life insurance?

Speaker speaker_1: Life insurance?

Speaker speaker_2: Yes.

Speaker speaker_1: What else were you interested in?

Speaker speaker_2: Uh, I think that's all.

Speaker speaker_1: So you just want the life insurance and that's it?

Speaker speaker_2: Yeah, I think the other, well, I just want the basic.

Speaker speaker_1: So I wouldn't be able to make any recommendations, sir. You would have to pick your options.

Speaker speaker_2: Oh, okay. So how do we do that? How do I see...

Speaker speaker_1: So they, they offer you medical, dental, short-term disability, life insurance, vision and preventive care.

Speaker speaker_2: Okay. So how do I choose? Do I have, uh, like a checklist of what I have to select?

Speaker speaker_1: Yes, sir. You have, you have dental. I got... I'm lookin' at it right now. So medical, they offer you two different plans. They offer you the Insure Plus Basic and the Insure Plus Enhanced. They both cover doctors, hospitals and pres- prescriptions. The only difference between two is the In- Plus, the Insure Plus Enhanced offers more for the hospital benefit. Outside of that, there's only one dental plan. There's only one short-term disability plan. There's only one life insurance plan, one vision plan and one preventative care plan.

Speaker speaker_2: Uh, okay. Do I have to, like, pay for a... for...

Speaker speaker_1: All of these cost money, sir. Yes, sir, all of the coverages cost money.

Speaker speaker_2: Even the basic life insurance?

Speaker speaker_1: Yes, sir. The basic would be \$18 and that does not include dental or vision. Dental will be an additional \$3.64 and vision will be an additional \$2.15.

Speaker speaker_2: No, the basic life insurance.

Speaker speaker_1: Oh, so the life insurance is only \$2.11.

Speaker speaker_2: Okay, \$2. Okay. Uh, how much is the coverage?

Speaker speaker_1: For \$20,000.

Speaker speaker_2: 20. So is that the basic?

Speaker speaker_1: Yes, that's the only plan I have to offer you, sir.

Speaker speaker_2: Okay. Okay, I'll get that.

Speaker speaker_1: So you just want the med... you just want the life insurance and that's it?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you're aware this coverage won't become active until January 6th, 2025?

Speaker speaker_2: Uh, I was at... I, I, I work for the company for... since June this year.

Speaker speaker_1: And I said, are you aware that your coverage won't start until January 6th, 2025?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So I do need a beneficiary for your life insurance policy. I will just need a first name and last name and their relationship to you.

Speaker speaker_2: Lilibeth.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: L-I-L-I-B-E-T-H.

Speaker speaker_1: You say L-I-L-I...

Speaker speaker_2: B as in boy, E-T-H.

Speaker speaker_1: B-T... B-E-T-H?

Speaker speaker_2: Yes, Lilibeth.

Speaker speaker_1: And last name?

Speaker speaker_2: Datu.

Speaker speaker_1: Who is that to you?

Speaker speaker_2: Spouse.

Speaker speaker_1: All right. I got that in the system. Mr. Datu, was there anything else I could help you with today?

Speaker speaker_2: Hmm. I'm good. Thank you.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye-bye.