

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. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yeah, I had a, uh, missed phone call from you guys. Uh, what staffing company do you work for? Uh, I don't work for nobody. I don't work right now. Hm, if you've got a phone call from us then you... It was most likely 'cause you're working with a staffing company, 'cause we're, we're Benefits in the Car. We're a plan administrator for health insurance for the staffing companies. Oh, oh, oh, oh. Yeah, yeah. Um, I work for- Focus. Uh, I work for Focus. My bad, I didn't know. I work for Focus. You're fine. You're fine. What's the last four of your Social? Uh, 1743. That's the insurance company. First name? Cody Pierce. I mean, Cody. For security purposes, can you verify your address and date of birth for me? Uh, 1833 Atherton Court, Lawrence, Kansas, 66044. And, uh, what else did you need to know? My birthday? Uh, yes, sir. Uh, 06/15/95. Thank you. So we got your phone number at 242-5843? Yes, sir. And your email is cody.pierce012795@gmail.com? Yes, sir. And what was that address one more time? 1833 Atherton Court, A-T-H-E-R-T-O-N Court. Mm-hmm. Lawrence, Kansas, 66044. Yeah. So it looks like you were missing some spouse information on the coverage that you wanted to get enrolled into. Uh, what, what am I missing on there? So you didn't list a Social Security, date of birth or any other information you wanted to get enrolled into? Okay, well, she's here, she's here with me right now. Um... Hold on one second, she's writing it down for me. Yeah. What all am I missing? Okay, so you need the Social and what else? Date of birth. Date of birth. First name, last name, Social Security and date of birth. Okay. Okay, uh, the deal is going to be- 510... 510... Oh, 510 for the Social, 17- Give me one moment. Oh, sorry. You're fine. What's the first name? Uh, Shelby, S-H-E-L-B-Y. Last name? Pierce, P-I-E-R-C-E. All right, I'm ready for a Social. Uh, 510-179810. And the date of birth? 03/23/99. Do... All right. Got that saved in the system. Let's see. Do you remember what coverage you had got enrolled into? I, I went with the highest one you can get, which was the VIP Plus, I think, or something like that. It was the highest one that I can get into. So was your, all of your coverage was you and your spouse, or you just had certain ones? Uh, I had, I had, um, dental, vision, healthcare and, um, uh, um, uh, life insurance. And that was it. So say that one more time. So you had dental- I had dental, vision, healthcare and, um, life insurance on there. So just, so just those four for you and your spouse? Yeah, yeah. And you added group accident and a free Rx for yourself only? Uh, we'll do that for her too. So you want ev- you want the group accident coverage for her too, and the free Rx? Yes. Okay. So you pre... So right now it says you want the free Rx, the group accident, the dental, the life insurance, the vision and the VIP Plus, and you want all of those- Yes. ... for you and your spouse? Yes. Okay. All right, I got that updated for you, Mr. Pierce. And that was, that's what the outbound call was for. Was it... Did that help you, Mr. Pierce? Nope, that'll be it. Uh, what... Do I... Am I

supposed to be getting like a, a card or something? Or is it that you just called me to, to confirm what I had on file or to help me fix it? Yeah, so when we, we called because there was no dependent information, and you enlisted- Okay, okay. ... it in order to get enrolled with your spouse. So the enrollment process takes one to two weeks. Once you see that first deduction- Okay. ... from your paycheck and we see it in our system, that following Monday is when your coverage become active. Your ID cards are shipped one to two weeks from the activation date. And then that'll be... That'll come in the mail? My card- Exactly. ... as well for me and her? Yes, sir. Okay. Okay, thank you. No problem. Was there anything else I can help you with- All right. ... today, Mr. Pierce? Nope, nope. That's it. All right. Thanks for calling Benefits in the Car. I hope you have a- Appreciate it. ... great rest of your week, man. You too. Bye-bye. Thank you. 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. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, I had a, uh, missed phone call from you guys.

Speaker speaker_1: Uh, what staffing company do you work for?

Speaker speaker_2: Uh, I don't work for nobody. I don't work right now.

Speaker speaker_1: Hm, if you've got a phone call from us then you... It was most likely 'cause you're working with a staffing company, 'cause we're, we're Benefits in the Car. We're a plan administrator for health insurance for the staffing companies.

Speaker speaker_2: Oh, oh, oh, oh. Yeah, yeah. Um, I work for-

Speaker speaker_0: Focus.

Speaker speaker_2: Uh, I work for Focus. My bad, I didn't know. I work for Focus.

Speaker speaker_1: You're fine. You're fine. What's the last four of your Social?

Speaker speaker_2: Uh, 1743.

Speaker speaker_0: That's the insurance company.

Speaker speaker_1: First name?

Speaker speaker_2: Cody Pierce. I mean, Cody.

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

Speaker speaker_2: Uh, 1833 Atherton Court, Lawrence, Kansas, 66044. And, uh, what else did you need to know? My birthday?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_2: Uh, 06/15/95.

Speaker speaker_1: Thank you. So we got your phone number at 242-5843?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is cody.pierce012795@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And what was that address one more time?

Speaker speaker_2: 1833 Atherton Court, A-T-H-E-R-T-O-N Court.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Lawrence, Kansas, 66044.

Speaker speaker_1: Yeah. So it looks like you were missing some spouse information on the coverage that you wanted to get enrolled into.

Speaker speaker_2: Uh, what, what am I missing on there?

Speaker speaker_1: So you didn't list a Social Security, date of birth or any other information you wanted to get en-

Speaker speaker_2: Okay, well, she's here, she's here with me right now. Um... Hold on one second, she's writing it down for me.

Speaker speaker_1: Yeah.

Speaker speaker_0: What all am I missing?

Speaker speaker_2: Okay, so you need the Social and what else?

Speaker speaker_1: Date of birth.

Speaker speaker_2: Date of birth.

Speaker speaker_1: First name, last name, Social Security and date of birth.

Speaker speaker_2: Okay. Okay, uh, the deal is going to be-

Speaker speaker_0: 510... 510...

Speaker speaker_2: Oh, 510 for the Social, 17-

Speaker speaker_1: Give me one moment.

Speaker speaker_2: Oh, sorry.

Speaker speaker_1: You're fine. What's the first name?

Speaker speaker_2: Uh, Shelby, S-H-E-L-B-Y.

Speaker speaker_1: Last name?

Speaker speaker_2: Pierce, P-I-E-R-C-E.

Speaker speaker_1: All right, I'm ready for a Social.

Speaker speaker_2: Uh, 510-179810.

Speaker speaker_1: And the date of birth?

Speaker speaker_2: 03/23/99.

Speaker speaker_1: Do... All right. Got that saved in the system. Let's see. Do you remember what coverage you had got enrolled into?

Speaker speaker_2: I, I went with the highest one you can get, which was the VIP Plus, I think, or something like that. It was the highest one that I can get into.

Speaker speaker_1: So was your, all of your coverage was you and your spouse, or you just had certain ones?

Speaker speaker_2: Uh, I had, I had, um, dental, vision, healthcare and, um, uh, um, uh, life insurance. And that was it.

Speaker speaker_1: So say that one more time. So you had dental-

Speaker speaker_2: I had dental, vision, healthcare and, um, life insurance on there.

Speaker speaker_1: So just, so just those four for you and your spouse?

Speaker speaker_2: Yeah, yeah.

Speaker speaker_1: And you added group accident and a free Rx for yourself only?

Speaker speaker_2: Uh, we'll do that for her too.

Speaker speaker_1: So you want ev- you want the group accident coverage for her too, and the free Rx?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So you pre... So right now it says you want the free Rx, the group accident, the dental, the life insurance, the vision and the VIP Plus, and you want all of those-

Speaker speaker_2: Yes.

Speaker speaker_1: ... for you and your spouse?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. All right, I got that updated for you, Mr. Pierce. And that was, that's what the outbound call was for. Was it... Did that help you, Mr. Pierce?

Speaker speaker_2: Nope, that'll be it. Uh, what... Do I... Am I supposed to be getting like a, a card or something? Or is it that you just called me to, to confirm what I had on file or to help

me fix it?

Speaker speaker_1: Yeah, so when we, we called because there was no dependent information, and you enlisted-

Speaker speaker_2: Okay, okay.

Speaker speaker_1: ... it in order to get enrolled with your spouse. So the enrollment process takes one to two weeks. Once you see that first deduction-

Speaker speaker_2: Okay.

Speaker speaker_1: ... from your paycheck and we see it in our system, that following Monday is when your coverage become active. Your ID cards are shipped one to two weeks from the activation date.

Speaker speaker_2: And then that'll be... That'll come in the mail? My card-

Speaker speaker_1: Exactly.

Speaker speaker_2: ... as well for me and her?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Okay, thank you.

Speaker speaker_1: No problem. Was there anything else I can help you with-

Speaker speaker_2: All right.

Speaker speaker_1: ... today, Mr. Pierce?

Speaker speaker_2: Nope, nope. That's it.

Speaker speaker_1: All right. Thanks for calling Benefits in the Car. I hope you have a-

Speaker speaker_2: Appreciate it.

Speaker speaker_1: ... great rest of your week, man.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.