

## Transcript: Malcolm

**Nash-5665851808333824-4537605742051328**

### Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, my name is Aaliyah Wall. I just got a missed call from you guys, like, I wanna say 10 minutes ago. I'm just gonna say, what was your name again? Aaliyah Wall. Yeah, I was... I believe I was the one to give you a call from which staffing company you work for? For Omega Force. One moment. Right. For security purposes, can you verify your address and date of birth for me? My address is 612 Chandler Avenue, but I'll, I'll probably put Chandler Street on there, I think. Um, High Point, North Carolina 27263. And what was the other thing to verify? The... So, that's not the address that we had. Can you say that again? What, what was the address you said? I either put Chandler Street, my sister's address, or... Oh my God, it's... I'm sorry. Either Chandler Street or, um, 304 Woodbury. You're saying Woodbury? Yeah, 304 Woodbury, or 302 Winley Street. Can you just verify with your full add... uh, social, please? 270... I'm, ooh. 245-83-3900. Thank you. So we have a 302 Winley Street, High Point, North Carolina 27260? Yes. That's my grandmother's house. I can keep that address. You wanna keep that address? Yes. All right. So yeah, I gave you a call with your VAD form with Omega Force Staffing. Um, looks like you, you just left it blank, and we're just calling to verify if you want to get enrolled into the health insurance or not. Um... Oh, I'll, I'll left it blank because I meant to call in and ask how does that work. So, so- Does it come out of my check every payroll? Yes, ma'am. It comes out of your paycheck weekly. Okay. Um, yeah, that's fine. Are you... So are you saying that's fine? You want to get enrolled, or are you... 'Cause I already declined it, so- Oh, yeah. Yeah, I do want to enroll. All right, so you... So I actually see you got employee plus child selected for the dental and the vision? Yeah, dental and vision. But you never listed any... So you... So would you have your child's information with you right now? Um- Social Security and date of... first and last name? Yes, I have all of that. Okay. So you would... You just wanted to get the dental and the vision for you and a child? Yes. There's two kids. So your total's going to be \$13.49. That'll be deducted weekly. Okay. Whenever you're ready, I'm ready to take that information. We need first name, last name, Social Security, and then date of birth. All right, so first child is Kyro, K-Y-R-O. You said J- Wall. How do you spell... How do you spell the first name again? It's K as in kite, Y-R-O. Last name? Wall, W-A-L-L. Social Security. Social Security. It is 774-19-1341. You said 774-19-1341? Yes. And date of birth? 08/11... Oh, oh, hold on one second. Hold on one sec. I'm on the phone, please. Don't sit down. Thank you. Uh, date of birth, 08/11/2003. Is that a girl or a boy? Boy. Okay, I'm ready for the next one. The next one is Maliyah. M as in Michael, A-L-I-Y-A-H. And same last name, Wall. Social? 309-43-6259. You said 4... You said 309-43-6259? Yes. And the date of birth? 01/15/21. You said '15? 01/15? '15, 1-5. All right. All right, I got that updated in the system for you. So please be advised 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 card will take one to two weeks from that activation date. All righty. Thank you. No problem. Is there anything else I can help you with today, Ms. Wall? Um, no, that's all. If I do want to add anything, can I add it in the future? So you can only add stuff up to the... You have 30 days from the date you receive your first paycheck to make any changes or get enrolled in anything. After those 30 days, you have to wait until company open enrollment period or have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to make any additions. Okay, that's fine. Thank you. No problem, Ms. Wall. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week. All right. Thank you.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, my name is Aaliyah Wall. I just got a missed call from you guys, like, I wanna say 10 minutes ago.

Speaker speaker\_0: I'm just gonna say, what was your name again?

Speaker speaker\_1: Aaliyah Wall.

Speaker speaker\_0: Yeah, I was... I believe I was the one to give you a call from which staffing company you work for?

Speaker speaker\_1: For Omega Force.

Speaker speaker\_0: One moment. Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: My address is 612 Chandler Avenue, but I'll, I'll probably put Chandler Street on there, I think. Um, High Point, North Carolina 27263. And what was the other thing to verify?

Speaker speaker\_0: The... So, that's not the address that we had. Can you say that again? What, what was the address you said?

Speaker speaker\_1: I either put Chandler Street, my sister's address, or... Oh my God, it's... I'm sorry. Either Chandler Street or, um, 304 Woodbury.

Speaker speaker\_0: You're saying Woodbury?

Speaker speaker\_1: Yeah, 304 Woodbury, or 302 Winley Street.

Speaker speaker\_0: Can you just verify with your full add... uh, social, please?

Speaker speaker\_1: 270... I'm, ooh. 245-83-3900.

Speaker speaker\_0: Thank you. So we have a 302 Winley Street, High Point, North Carolina 27260?

Speaker speaker\_1: Yes. That's my grandmother's house. I can keep that address.

Speaker speaker\_0: You wanna keep that address?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So yeah, I gave you a call with your VAD form with Omega Force Staffing. Um, looks like you, you just left it blank, and we're just calling to verify if you want to get enrolled into the health insurance or not.

Speaker speaker\_1: Um... Oh, I'll, I'll left it blank because I meant to call in and ask how does that work.

Speaker speaker\_0: So, so-

Speaker speaker\_1: Does it come out of my check every payroll?

Speaker speaker\_0: Yes, ma'am. It comes out of your paycheck weekly.

Speaker speaker\_1: Okay. Um, yeah, that's fine.

Speaker speaker\_0: Are you... So are you saying that's fine? You want to get enrolled, or are you... 'Cause I already declined it, so-

Speaker speaker\_1: Oh, yeah. Yeah, I do want to enroll.

Speaker speaker\_0: All right, so you... So I actually see you got employee plus child selected for the dental and the vision?

Speaker speaker\_1: Yeah, dental and vision.

Speaker speaker\_0: But you never listed any... So you... So would you have your child's information with you right now?

Speaker speaker\_1: Um-

Speaker speaker\_0: Social Security and date of... first and last name?

Speaker speaker\_1: Yes, I have all of that.

Speaker speaker\_0: Okay. So you would... You just wanted to get the dental and the vision for you and a child?

Speaker speaker\_1: Yes. There's two kids.

Speaker speaker\_2: So your total's going to be \$13.49. That'll be deducted weekly.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Whenever you're ready, I'm ready to take that information. We need first name, last name, Social Security, and then date of birth.

Speaker speaker\_1: All right, so first child is Kyro, K-Y-R-O.

Speaker speaker\_0: You said J-

Speaker speaker\_1: Wall.

Speaker speaker\_0: How do you spell... How do you spell the first name again?

Speaker speaker\_1: It's K as in kite, Y-R-O.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Wall, W-A-L-L.

Speaker speaker\_0: Social Security.

Speaker speaker\_1: Social Security. It is 774-19-1341.

Speaker speaker\_0: You said 774-19-1341?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And date of birth?

Speaker speaker\_1: 08/11... Oh, oh, hold on one second. Hold on one sec. I'm on the phone, please. Don't sit down. Thank you. Uh, date of birth, 08/11/2003.

Speaker speaker\_0: Is that a girl or a boy?

Speaker speaker\_1: Boy.

Speaker speaker\_0: Okay, I'm ready for the next one.

Speaker speaker\_1: The next one is Maliyah. M as in Michael, A-L-I-Y-A-H. And same last name, Wall.

Speaker speaker\_0: Social?

Speaker speaker\_1: 309-43-6259.

Speaker speaker\_0: You said 4... You said 309-43-6259?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the date of birth?

Speaker speaker\_1: 01/15/21.

Speaker speaker\_0: You said '15? 01/15?

Speaker speaker\_1: '15, 1-5.

Speaker speaker\_0: All right. All right, I got that updated in the system for you. So please be advised 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 card will take one to two weeks from that activation date.

Speaker speaker\_1: All righty. Thank you.

Speaker speaker\_0: No problem. Is there anything else I can help you with today, Ms. Wall?

Speaker speaker\_1: Um, no, that's all. If I do want to add anything, can I add it in the future?

Speaker speaker\_0: So you can only add stuff up to the... You have 30 days from the date you receive your first paycheck to make any changes or get enrolled in anything. After those 30 days, you have to wait until company open enrollment period or have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to make any additions.

Speaker speaker\_1: Okay, that's fine. Thank you.

Speaker speaker\_0: No problem, Ms. Wall. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker\_1: All right. Thank you.