

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi, um, I'm a contractor and I'm trying to enroll in my benefits, uh, but there's an alert on my account that says enrollment isn't allowed. Um, I called last week on Wednesday or something to ask about, about it. They said they, I think they said they'd open a ticket for it, but I've heard back yet. Okay. What company you work for? Creators Circle. May I ask for your social? 8873. First name? John. Last name? Kenney. All right, for security purposes, can you verify your address and date of birth for me? Yeah, it's 627 Polk Street Northeast, Minneapolis, Minnesota 55413, and my date of birth is January 8th, 1997. Thank you. So we got your phone number at 608-4790. Yep, that's right. And the email is johnrkenneydesign@gmail.com? Yep. Thank you. All right. Yeah, so it looks like you called on the 25th. It looks like you are eligible to get enrolled in the coverage. Yeah, I am, but it says, uh, when I go to enroll in my benefits, it says "Enrollment not allowed. Please call our contact center." Well, I can get you enrolled on, on our end. Okay. All right, so what plans were you wanting to get enrolled into? Um, the Employee Only Insure Plus Basic H1. Okay. What else? Sorry, was that all you wanted? Was that the only plan that you wanted? Um, no, I also wanted the Employee Only Dental. Mm-hmm, would that come with the life insurance and the vision as well as a bundle? Uh, yes, please. All right, and what else? Uh, that's all. Okay, so with those four plans selected your total will be \$25.11. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes. Thank you. So I do need a beneficiary for your life insurance policy. I just need a first name, last name, and their relationship to you. Yeah, it's Michael Kenney. K-E-N-N-E-Y. So who is that to you? A father. Okay, is Michael spelled M-I-C-H-A-E-L? Yep, and then K-E-N-N-E-Y. Thank you. All right, so the enrollment process does take one to two weeks. Once you 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's sent one to two weeks from the activation date. Okay. All right, so I do want to let you know, with your medical card, if you wanted a physical copy you want to call in and request it once your coverage becomes active. Otherwise, it's only sent via email. Okay. All right. Well, was there anything else I could help you with today, Mr. John? No, that's all. All right, there's nothing else. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Bye. See you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi, um, I'm a contractor and I'm trying to enroll in my benefits, uh, but there's an alert on my account that says enrollment isn't allowed. Um, I called last week on Wednesday or something to ask about, about it. They said they, I think they said they'd open a ticket for it, but I've heard back yet.

Speaker speaker_0: Okay. What company you work for?

Speaker speaker_1: Creators Circle.

Speaker speaker_0: May I ask for your social?

Speaker speaker_1: 8873.

Speaker speaker_0: First name?

Speaker speaker_1: John.

Speaker speaker_0: Last name?

Speaker speaker_1: Kenney.

Speaker speaker_0: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yeah, it's 627 Polk Street Northeast, Minneapolis, Minnesota 55413, and my date of birth is January 8th, 1997.

Speaker speaker_0: Thank you. So we got your phone number at 608-4790.

Speaker speaker_1: Yep, that's right.

Speaker speaker_0: And the email is johnrkenneydesign@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Thank you. All right. Yeah, so it looks like you called on the 25th. It looks like you are eligible to get enrolled in the coverage.

Speaker speaker_1: Yeah, I am, but it says, uh, when I go to enroll in my benefits, it says "Enrollment not allowed. Please call our contact center."

Speaker speaker_0: Well, I can get you enrolled on, on our end.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, so what plans were you wanting to get enrolled into?

Speaker speaker_1: Um, the Employee Only Insure Plus Basic H1.

Speaker speaker_0: Okay. What else? Sorry, was that all you wanted? Was that the only plan that you wanted?

Speaker speaker_1: Um, no, I also wanted the Employee Only Dental.

Speaker speaker_0: Mm-hmm, would that come with the life insurance and the vision as well as a bundle?

Speaker speaker_1: Uh, yes, please.

Speaker speaker_0: All right, and what else?

Speaker speaker_1: Uh, that's all.

Speaker speaker_0: Okay, so with those four plans selected your total will be \$25.11. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. So I do need a beneficiary for your life insurance policy. I just need a first name, last name, and their relationship to you.

Speaker speaker_1: Yeah, it's Michael Kenney. K-E-N-N-E-Y.

Speaker speaker_0: So who is that to you?

Speaker speaker_1: A father.

Speaker speaker_0: Okay, is Michael spelled M-I-C-H-A-E-L?

Speaker speaker_1: Yep, and then K-E-N-N-E-Y.

Speaker speaker_0: Thank you. All right, so the enrollment process does take one to two weeks. Once you 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's sent one to two weeks from the activation date.

Speaker speaker_1: Okay.

Speaker speaker_0: All right, so I do want to let you know, with your medical card, if you wanted a physical copy you want to call in and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, was there anything else I could help you with today, Mr. John?

Speaker speaker_1: No, that's all.

Speaker speaker_0: All right, there's nothing else. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: See you.