# Transcript: Malcolm Nash-5693167180496896-5070649922994176

## Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in the car ... this is Malcolm, how can I help you? Yeah, I'm calling... Hello? ... benefits in the car. Hello? This is Malcolm, how can I help you? Okay. I'm calling on behalf of my, uh, insurance and seeing how to upgrade my plan. What staffing company you work for? MAU. What's the last four of your social? Uh, 248-53-7551. I just need the last four. Sir? I just need the last four. 7-5-5-1. First name? Calvin Lee. Calvin. Right. For security purposes, can you verify your address and date of birth for me? Uh, my address is 126 A Heatherbrook Court and my birthday is 4/8/'71. I'll need to see state and zip code as well. Uh, zip code is 29625. And the city and state? Uh, South Carolina, Anderson. Anderson is the county. So your phone number is- My phone number is- ... 864-790-2724? Yes, sir. And your email is calvinlee91@gmail.com? Yes, sir. Thank you. Right. What can I help you with today, Mr. Lee? Well, I want to upgrade my insurance. Right. What were you looking to change? Uh, I want to, I want to, like, upgrade it. Instead of, instead of... I think I got the, the Lloyd. I want to, like, upgrade it to something that, where my, um, deductibles and stuff won't be so high. So you want to... Okay. So, the only plan that you'll be able to upgrade is your medical plan and it will make the deductions higher. You have... All the insurance covers that you have right now, let's see if there's coverage they have to offer. That's all they got to offer? Unless you want to drop down from the... So the Insure Plus Basic, it covers doctors, hospitals and prescriptions. You can drop down to the NEC Standalone which will only cover... Which wouldn't include doctors, hospitals and prescriptions, it'll be a preventative care plan. That'd be good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women and preventative care services. Okay. So the, so, so the, so the plan I got now is premium. No, sir. So you have... Right now you have the Insure Plus Basic that covers doctors, hospitals and prescriptions. You could drop down from that to the NEC Standalone which is $9.46. That means your Insure Plus Basic- I don't want. All right. I don't want to drop down. So the plan I got right now is the highest plan I can get right now? No. So you have a higher medical plan but it costs more money. You said you wanted to save money. It's going to cost you more money. Look, no, no, no, no. I, I want a, I want a-

## Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... benefits in the car

Speaker speaker_2: ... this is Malcolm, how can I help you?

Speaker speaker_3: Yeah, I'm calling... Hello?

Speaker speaker_1: ... benefits in the car.

Speaker speaker_3: Hello?

Speaker speaker_1: This is Malcolm, how can I help you?

Speaker speaker_3: Okay. I'm calling on behalf of my, uh, insurance and seeing how to upgrade my plan.

Speaker speaker_1: What staffing company you work for?

Speaker speaker_3: MAU.

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

Speaker speaker_3: Uh, 248-53-7551.

Speaker speaker_1: I just need the last four.

Speaker speaker_3: Sir?

Speaker speaker_1: I just need the last four.

Speaker speaker_3: 7-5-5-1.

Speaker speaker_1: First name?

Speaker speaker_3: Calvin Lee. Calvin.

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

Speaker speaker_3: Uh, my address is 126 A Heatherbrook Court and my birthday is 4/8/'71.

Speaker speaker_1: I'll need to see state and zip code as well.

Speaker speaker_3: Uh, zip code is 29625.

Speaker speaker_1: And the city and state?

Speaker speaker_3: Uh, South Carolina, Anderson. Anderson is the county.

Speaker speaker_1: So your phone number is-

Speaker speaker_3: My phone number is-

Speaker speaker_1: ... 864-790-2724?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: And your email is calvinlee91@gmail.com?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Thank you. Right. What can I help you with today, Mr. Lee?

Speaker speaker_3: Well, I want to upgrade my insurance.

Speaker speaker_1: Right. What were you looking to change?

Speaker speaker_3: Uh, I want to, I want to, like, upgrade it. Instead of, instead of... I think I got the, the Lloyd. I want to, like, upgrade it to something that, where my, um, deductibles and stuff won't be so high.

Speaker speaker_1: So you want to... Okay. So, the only plan that you'll be able to upgrade is your medical plan and it will make the deductions higher. You have... All the insurance covers that you have right now, let's see if there's coverage they have to offer.

Speaker speaker_3: That's all they got to offer?

Speaker speaker_1: Unless you want to drop down from the... So the Insure Plus Basic, it covers doctors, hospitals and prescriptions. You can drop down to the NEC Standalone which will only cover... Which wouldn't include doctors, hospitals and prescriptions, it'll be a preventative care plan. That'd be good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women and preventative care services.

Speaker speaker_3: Okay. So the, so, so the, so the plan I got now is premium.

Speaker speaker_1: No, sir. So you have... Right now you have the Insure Plus Basic that covers doctors, hospitals and prescriptions. You could drop down from that to the NEC Standalone which is $9.46. That means your Insure Plus Basic-

Speaker speaker_3: I don't want.

Speaker speaker_1: All right.

Speaker speaker_3: I don't want to drop down. So the plan I got right now is the highest plan I can get right now?

Speaker speaker_1: No. So you have a higher medical plan but it costs more money. You said you wanted to save money. It's going to cost you more money.

Speaker speaker_3: Look, no, no, no, no. I, I want a, I want a-