

Transcript: Malcolm

Nash-5774488062574592-5389124068098048

Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello. Yes, I'm with the Superior Skilled Trades, uh, the open enrollment. How can I help you, sir? Yes, I need to make changes for the open enrollment. What staffing company? SST, Superior Skilled Trades. What's the last four of your Social? 7879. First name? Marco. Last name? Gonzalez. Okay. So security purposes, can you verify your address and date of birth for me? Yes, sir. Date of birth is 10/25/81. Address is 5308 North Abram Road, Mission, Texas 78574. Thank you. So we got your phone number, 361-563-8449. Correct. And your email is marcoglz69@gmail.com? Hello? Yes, that is correct. Nice. So what type of changes were you looking to make? Well, uh, I received... uh, I just make some changes. I mean, I just got in into the, uh, for the insurance, but I don't know if I have to do them again or not or... I just- So it looks like you have the MEC standalone plan, the life insurance, the VIP Classic, the dental and the vision for you and a child. That's correct. So no... there's no dependent information. Did you want to add that dependent information? You're talking about, uh, my daughter's information? Yes, sir. I will need first name, last name, Social Security, and a date of birth. Okay. It's going to be first name, hold on, Briana with one N. So that's B-R-I-A-N-A? Correct. Last name, same as yours? Yes. Correct. You got a Social? Let me get it right now for you. Date of birth? 5/21 and then, uh, she's 16, so I think it's... Hold on. Let me do the math. 16 Years old, she's going to be 17 next month, so- 2009? 2008. So it was 5/21/2009? Or '08, because she's going to be 17. Okay. I'm ready for the Social whenever you are. Yeah. Let me find it for you. Looking at picture right now. Okay. For Briana, it's, uh, 636- Mm-hmm. ... 15- Mm-hmm. ... 4675. You said 36... You said 636-154675? Correct. All right. Is there more? Uh, yes. Adalynn. Her name is, uh, Adalynn, double N. A-D-A-L-Y-N-N. Say that one more time. A-D-A-L-Y-N-N Gonzales. You said A-D-A-L-Y-N? Correct. And the Social? Adalynn. Adalynn. Uh, 097398861. You said 097398861? 097398861. And your date of birth? Uh, 4/3/... So she's 11. Let me check on that. 25. 1925 minus... 11. Uh, 2014? Is there any more? Um, no, that's it on that. Right, so I do need a beneficiary for your life insurance policy as well. I will just need a first name and last name and their relationship to you. Insurance? For b- for the insurance? For your life insurance- Life and loss insurance? Say that again, sir. Uh... yeah, let me... uh, I'm- I'm look- I'm trying to find out who to put right now. Um... Okay. Shit, uh... who, um... could that be Cynthia? Please try that. Uh, Cynthia is, uh, C-Y-N-T-H-I-A. Did you say C-Y-N-T-H-I-A? Correct, uh, C-Y-N as in Nora, T-H-I-A. Last name? Garza. Is that J- I mean, G-A-R-Z-A? Correct. And who is that to you? Um, uh, my fiancé. Q. All right, I've got everything updated in the system, Mr. Marco. Was there anything else I could help you with today? Um, am I able to add, uh, Cigna on that, with- with you guys on it? Say that again. Am I able to add Cigna, or is there any more benefits for like insurance? Did you say Sigma? Cigna or... is- is all... is that all SSP offers or is that it? So what you have right now, you got the

vision, the dental, the medical, the life insurance and the preventative care. So outside of that- Yeah. ... you have the free Rx, the free Rx virtual primary care, short-term disability, critical illness, group accident, and the behavior health. Okay. So these... to go to the, um, doctor to see what's the one... to go to the doctor for family, um, um- The VIP Classic plan that you have. The VIP Classic plan? The VIP Classic, that covers doctors, hospitals and prescriptions. Okay. All right. Sounds good. I was just wondering what I have, so... Well, is there anything- I don't have- ... special you wanted to add or I can help you with, Mr. Marco? What else could I add? So the plans that I just recited to you, the free Rx, the free Rx virtual primary care, short-term disability, critical illness, group accident and the behavior health. Those are the only plans you didn't get enrolled into. Oh, okay. All right. I think that's... that should be it. All right, Mr. Marco. If there's nothing else- Am I- Go ahead. Am I... am I able to add Cynthia Garza for, um... for just the eye? For... just for the eye insurance? Let's see. So you want to add her just for the medical... just for the eye insurance and that's it? That's it, yeah. Let's see. Let's see. Yeah. All right, I got that changed for you, so I do need her information now as well. Okay. Yeah, let me- So it is going to restart your enrollment process because your... the last coverage for you and your children had already been sent in to be processed. So it is possible to see deduction of the process with just you and your kids on the coverage, but after two weeks you'll see that your wife was added. To the... to the, uh, to the eye, correct? Only? Yes, sir. Okay. Yeah, that's fine. Um, let's see. I just need Social Security and date of birth. All right. Yeah, her, her social is 11/3... I mean, her date of birth is 11/3/97. Say that again? 11/3/97. That's the date of birth? November 3rd. Yeah, that's the date of birth. Now, whenever you're ready. Yeah, let me find that for you for the social. I'm looking. You still there, sir? Yeah, I'm still here. I'm looking. Okay. Hold up. Hold on. Okay, got it. 790- Mm-hmm. ... 89- Mm-hmm. ... 89-60- 6382. 790-89-63- All right. So 890- ... 89- ... 89. ... 63... Okay. ... 82. All right, got that in the system. Right, so like I was saying before, you may possibly see a deduction of \$82.90 with just you and your children. But once those changes come into effect, you'll see the new total of \$85.56 with your wife added to the vision. But right now, how much it is that I'm being deducted with the kids? It should be \$82.90. And then w- and then with her it'll be just 85? Mm-hmm. All right. Thank you. No problem, Mr. Marco. Was there anything else I could help you with today? Today? That's it. Appreciate it. No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week. You too. Bye. Thank you.

Conversation Format

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

Speaker speaker_1: Hello. Yes, I'm with the Superior Skilled Trades, uh, the open enrollment.

Speaker speaker_0: How can I help you, sir?

Speaker speaker_1: Yes, I need to make changes for the open enrollment.

Speaker speaker_0: What staffing company?

Speaker speaker_1: SST, Superior Skilled Trades.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 7879.

Speaker speaker_0: First name?

Speaker speaker_1: Marco.

Speaker speaker_0: Last name?

Speaker speaker_1: Gonzalez.

Speaker speaker_0: Okay. So security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yes, sir. Date of birth is 10/25/81. Address is 5308 North Abram Road, Mission, Texas 78574.

Speaker speaker_0: Thank you. So we got your phone number, 361-563-8449.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is marcoglz69@gmail.com? Hello?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: Nice. So what type of changes were you looking to make?

Speaker speaker_1: Well, uh, I received... uh, I just make some changes. I mean, I just got in into the, uh, for the insurance, but I don't know if I have to do them again or not or... I just-

Speaker speaker_0: So it looks like you have the MEC standalone plan, the life insurance, the VIP Classic, the dental and the vision for you and a child.

Speaker speaker_1: That's correct.

Speaker speaker_0: So no... there's no dependent information. Did you want to add that dependent information?

Speaker speaker_1: You're talking about, uh, my daughter's information?

Speaker speaker_0: Yes, sir. I will need first name, last name, Social Security, and a date of birth.

Speaker speaker_1: Okay. It's going to be first name, hold on, Briana with one N.

Speaker speaker_0: So that's B-R-I-A-N-A?

Speaker speaker_1: Correct.

Speaker speaker_0: Last name, same as yours?

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: You got a Social?

Speaker speaker_1: Let me get it right now for you.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 5/21 and then, uh, she's 16, so I think it's... Hold on. Let me do the math. 16 Years old, she's going to be 17 next month, so-

Speaker speaker_0: 2009?

Speaker speaker_1: 2008.

Speaker speaker_0: So it was 5/21/2009?

Speaker speaker_1: Or '08, because she's going to be 17.

Speaker speaker_0: Okay. I'm ready for the Social whenever you are.

Speaker speaker_1: Yeah. Let me find it for you. Looking at picture right now. Okay. For Briana, it's, uh, 636-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 15-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... 4675.

Speaker speaker_0: You said 36... You said 636-154675?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. Is there more?

Speaker speaker_1: Uh, yes. Adalynn. Her name is, uh, Adalynn, double N. A-D-A-L-Y-N-N.

Speaker speaker_0: Say that one more time.

Speaker speaker_1: A-D-A-L-Y-N-N Gonzales.

Speaker speaker_0: You said A-D-A-L-Y-N?

Speaker speaker_1: Correct.

Speaker speaker_0: And the Social?

Speaker speaker_1: Adalynn. Adalynn. Uh, 097398861.

Speaker speaker_0: You said 097398861?

Speaker speaker_1: 097398861.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 4/3/... So she's 11. Let me check on that. 25. 1925 minus... 11. Uh, 2014?

Speaker speaker_0: Is there any more?

Speaker speaker_1: Um, no, that's it on that.

Speaker speaker_0: Right, so I do need a beneficiary for your life insurance policy as well. I will just need a first name and last name and their relationship to you.

Speaker speaker_1: Insurance? For b- for the insurance?

Speaker speaker_0: For your life insurance-

Speaker speaker_1: Life and loss insurance?

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: Uh... yeah, let me... uh, I'm- I'm look- I'm trying to find out who to put right now. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: Shit, uh... who, um... could that be Cynthia?

Speaker speaker_0: Please try that.

Speaker speaker_1: Uh, Cynthia is, uh, C-Y-N-T-H-I-A.

Speaker speaker_0: Did you say C-Y-N-T-H-I-A?

Speaker speaker_1: Correct, uh, C-Y-N as in Nora, T-H-I-A.

Speaker speaker_0: Last name?

Speaker speaker_1: Garza.

Speaker speaker_0: Is that J- I mean, G-A-R-Z-A?

Speaker speaker_1: Correct.

Speaker speaker_0: And who is that to you?

Speaker speaker_1: Um, uh, my fiance. Q.

Speaker speaker_0: All right, I've got everything updated in the system, Mr. Marco. Was there anything else I could help you with today?

Speaker speaker_1: Um, am I able to add, uh, Cigna on that, with- with you guys on it?

Speaker speaker_0: Say that again.

Speaker speaker_1: Am I able to add Cigna, or is there any more benefits for like insurance?

Speaker speaker_0: Did you say Sigma?

Speaker speaker_1: Cigna or... is- is all... is that all SSP offers or is that it?

Speaker speaker_0: So what you have right now, you got the vision, the dental, the medical, the life insurance and the preventative care. So outside of that-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... you have the free Rx, the free Rx virtual primary care, short-term disability, critical illness, group accident, and the behavior health.

Speaker speaker_1: Okay. So these... to go to the, um, doctor to see what's the one... to go to the doctor for family, um, um-

Speaker speaker_0: The VIP Classic plan that you have.

Speaker speaker_1: The VIP Classic plan?

Speaker speaker_0: The VIP Classic, that covers doctors, hospitals and prescriptions.

Speaker speaker_1: Okay. All right. Sounds good. I was just wondering what I have, so...

Speaker speaker_0: Well, is there anything-

Speaker speaker_1: I don't have-

Speaker speaker_0: ... special you wanted to add or I can help you with, Mr. Marco?

Speaker speaker_1: What else could I add?

Speaker speaker_0: So the plans that I just recited to you, the free Rx, the free Rx virtual primary care, short-term disability, critical illness, group accident and the behavior health. Those are the only plans you didn't get enrolled into.

Speaker speaker_1: Oh, okay. All righty. I think that's... that should be it.

Speaker speaker_0: All right, Mr. Marco. If there's nothing else-

Speaker speaker_1: Am I-

Speaker speaker_0: Go ahead.

Speaker speaker_1: Am I... am I able to add Cynthia Garza for, um... for just the eye? For... just for the eye insurance?

Speaker speaker_0: Let's see. So you want to add her just for the medical... just for the eye insurance and that's it?

Speaker speaker_1: That's it, yeah.

Speaker speaker_0: Let's see. Let's see. Yeah. All right, I got that changed for you, so I do need her information now as well.

Speaker speaker_1: Okay. Yeah, let me-

Speaker speaker_0: So it is going to restart your enrollment process because your... the last coverage for you and your children had already been sent in to be processed. So it is possible

to see deduction of the process with just you and your kids on the coverage, but after two weeks you'll see that your wife was added.

Speaker speaker_1: To the... to the, uh, to the eye, correct? Only?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Yeah, that's fine. Um, let's see.

Speaker speaker_0: I just need Social Security and date of birth.

Speaker speaker_1: All right. Yeah, her, her social is 11/3... I mean, her date of birth is 11/3/97.

Speaker speaker_0: Say that again?

Speaker speaker_1: 11/3/97.

Speaker speaker_0: That's the date of birth?

Speaker speaker_1: November 3rd. Yeah, that's the date of birth.

Speaker speaker_0: Now, whenever you're ready.

Speaker speaker_1: Yeah, let me find that for you for the social. I'm looking.

Speaker speaker_0: You still there, sir?

Speaker speaker_2: Yeah, I'm still here. I'm looking.

Speaker speaker_0: Okay. Hold up. Hold on. Okay, got it. 790- Mm-hmm.

Speaker speaker_2: ... 89-

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: ... 89-60- 6382. 790-89-63-

Speaker speaker_0: All right. So 890-

Speaker speaker_2: ... 89-

Speaker speaker_0: ... 89.

Speaker speaker_2: ... 63...

Speaker speaker_0: Okay.

Speaker speaker_2: ... 82.

Speaker speaker_0: All right, got that in the system. Right, so like I was saying before, you may possibly see a deduction of \$82.90 with just you and your children. But once those changes come into effect, you'll see the new total of \$85.56 with your wife added to the vision.

Speaker speaker_2: But right now, how much it is that I'm being deducted with the kids?

Speaker speaker_0: It should be \$82.90.

Speaker speaker_2: And then w- and then with her it'll be just 85?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: No problem, Mr. Marco. Was there anything else I could help you with today? Today?

Speaker speaker_2: That's it. Appreciate it.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye.

Speaker speaker_0: Thank you.