

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. How can I help you? Hello. I was just calling to ask, uh, if I can enroll my, um, benefit. Mm-hmm. What staffing company do you work for? I work for, uh, MAU Michelin. Last four of your Social. Uh. Eighty-five, thirty-seven. Say that again, sir. One second, man. Mmm. Thirty-seven, eighty-five. I said, "Thirty-seven, eighty-five." Yes. First name? Lyubomir. L-Y-U-B-O-M-I-R. For security purposes, can you verify your address and date of birth for me? Yes. 505 Springmeadow Road, Simpsonville, South Carolina, 29680. And my, uh, birthday is, uh, 08-31-1995. So you, so you already have coverage, sir. You got the dental, the life insurance and the medical. Yes. I just want to enroll them for the new year so I didn't, didn't, um- Enrolled. It rolls over, sir. You already been enrolled for the next year. Oh, okay. 'Cause I had got a message. Sorry. I have, I have a message with saying, "You have 70 days left to enroll in health benefits or make changes." Well, yeah, 'cause you guys are in open enrollment. Oh, okay, so everything's fine. I have, still have out my, uh, dental- Yes. ... and, uh- Yes, sir. You have medical- ... life insurance. ... dental and medical for you and your spouse. Great. Thank you, sir. Appreciate it. No problem. You have a great weekend, man. Thanks for calling Benefits in the Car. You too. You too. Thanks, bye-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. How can I help you?

Speaker speaker_2: Hello. I was just calling to ask, uh, if I can enroll my, um, benefit.

Speaker speaker_1: Mm-hmm. What staffing company do you work for?

Speaker speaker_2: I work for, uh, MAU Michelin.

Speaker speaker_1: Last four of your Social.

Speaker speaker_2: Uh. Eighty-five, thirty-seven.

Speaker speaker_1: Say that again, sir.

Speaker speaker_2: One second, man. Mmm. Thirty-seven, eighty-five.

Speaker speaker_1: I said, "Thirty-seven, eighty-five."

Speaker speaker_2: Yes.

Speaker speaker_1: First name?

Speaker speaker_2: Lyubomir. L-Y-U-B-O-M-I-R.

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

Speaker speaker_2: Yes. 505 Springmeadow Road, Simpsonville, South Carolina, 29680. And my, uh, birthday is, uh, 08-31-1995.

Speaker speaker_1: So you, so you already have coverage, sir. You got the dental, the life insurance and the medical.

Speaker speaker_2: Yes. I just want to enroll them for the new year so I didn't, didn't, um-

Speaker speaker_1: Enrolled. It rolls over, sir. You already been enrolled for the next year.

Speaker speaker_2: Oh, okay. 'Cause I had got a message. Sorry. I have, I have a message with saying, "You have 70 days left to enroll in health benefits or make changes."

Speaker speaker_1: Well, yeah, 'cause you guys are in open enrollment.

Speaker speaker_2: Oh, okay, so everything's fine. I have, still have out my, uh, dental-

Speaker speaker_1: Yes.

Speaker speaker_2: ... and, uh-

Speaker speaker_1: Yes, sir. You have medical-

Speaker speaker_2: ... life insurance.

Speaker speaker_1: ... dental and medical for you and your spouse.

Speaker speaker_2: Great. Thank you, sir. Appreciate it.

Speaker speaker_1: No problem. You have a great weekend, man. Thanks for calling Benefits in the Car.

Speaker speaker_2: You too. You too. Thanks, bye-bye.