

## **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 Card. This is Malcolm. How can I help you? Hi, Malcolm. I think I need a new employee benefits s-set up. Hello? Are you here to get enrolled? Are you wanting to get enrolled in coverage? Is that what you mean? Y- yeah. Okay. What staffing company do you work for? Um, Crown. What is the last four of your Social? 9247. First name? Brandi. B-R-A-N-D-I. Last name? Maher. M-A-H-E-R. And for security purposes, can you verify your address and date of birth for me? 6732 North Kentucky Highway 837, Kings Mountain, Kentucky, 40442. Date of birth's 01/13/'77. Thank you. Is this some kind of phone number 466-5623? That is correct. And your email is stlrocky@msn.com? Correct. Okay. Well, you want to get enrolled in insurance or you want to decline the coverage? Uh, we'll go ahead and enroll. And what type of coverage were you wanting to get enrolled into? Um, I had a question about the employee and spouse. Is that a legally married spouse or can it be, like, a significant other? Let's see. It says yes with an affidavit. I don't know what that means. Can you mind if I put you on a brief hold? Not a problem. Thank you. Hi, are you there, Ms. Brandy? Yeah. So yeah, they do allow for that, but you would have to fill out an affidavit and submit it with your- Okay. ... in order for it to work. Okay. And how do I go about filling out an affidavit? Do you, do you email it? I'll send it to you through email. Yes, ma'am. O- okay. Um, now will that delay the coverage or no, for the employee then? Um, let me see. Sorry I'm difficult. No, you're fine. It says once one is completed it will be notarized and submitted to... So yeah, once you, once you res- once you submit this, then we'll review it. Okay. Um, uh, can you hang on one second? Yes, ma'am. Okay. Hang on. In order for you to be covered, I have to have a- an affidavit filled out? Mm-hmm. Do you just wanna wait until we switch over or you want me to fill it out to get you covered for, like, the next three months? Just wait. Okay. All right. We'll just wait on that. We'll just do employee only then. Okay. So what type of coverage were you wanting to get enrolled into? Uh, I guess just the VIP Classic. Just the VIP Classic? Yeah. What else were you interested in? That's it. So you just want the VIP Classic and that's it? Yeah. All right, so you total is going to be \$18.80 to authorize the employer to make these deductions. Absolutely. 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 is sent one to two weeks from the activation date. Okay. Okay, and if you wanted a- so just for your convenience, when the coverage does becomes active, if you wanted a physical copy of your ID card, you have to call and request it once your coverage is active. Otherwise it's only- Okay. ... sent to you via email. Okay. That'll work. All right. Well, is there anything else I could help you with today, Ms. Brandy? No, that is it. All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day. Thanks. You too. Thank

you.

## 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 Card. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, Malcolm. I think I need a new employee benefits s-set up. Hello?

Speaker speaker\_1: Are you here to get enrolled? Are you wanting to get enrolled in coverage? Is that what you mean?

Speaker speaker\_2: Y- yeah.

Speaker speaker\_1: Okay. What staffing company do you work for?

Speaker speaker\_2: Um, Crown.

Speaker speaker\_1: What is the last four of your Social?

Speaker speaker\_2: 9247.

Speaker speaker\_1: First name?

Speaker speaker\_2: Brandi. B-R-A-N-D-I.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Maher. M-A-H-E-R.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 6732 North Kentucky Highway 837, Kings Mountain, Kentucky, 40442. Date of birth's 01/13/'77.

Speaker speaker\_1: Thank you. Is this some kind of phone number 466-5623?

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And your email is stlrocky@msn.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Well, you want to get enrolled in insurance or you want to decline the coverage?

Speaker speaker\_2: Uh, we'll go ahead and enroll.

Speaker speaker\_1: And what type of coverage were you wanting to get enrolled into?

Speaker speaker\_2: Um, I had a question about the employee and spouse. Is that a legally married spouse or can it be, like, a significant other?

Speaker speaker\_1: Let's see. It says yes with an affidavit.

Speaker speaker\_2: I don't know what that means.

Speaker speaker\_1: Can you mind if I put you on a brief hold?

Speaker speaker\_2: Not a problem.

Speaker speaker\_1: Thank you. Hi, are you there, Ms. Brandy?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So yeah, they do allow for that, but you would have to fill out an affidavit and submit it with your-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... in order for it to work.

Speaker speaker\_2: Okay. And how do I go about filling out an affidavit? Do you, do you email it?

Speaker speaker\_1: I'll send it to you through email. Yes, ma'am.

Speaker speaker\_2: O- okay. Um, now will that delay the coverage or no, for the employee then?

Speaker speaker\_1: Um, let me see.

Speaker speaker\_2: Sorry I'm difficult.

Speaker speaker\_1: No, you're fine. It says once one is completed it will be notarized and submitted to... So yeah, once you, once you res- once you submit this, then we'll review it.

Speaker speaker\_2: Okay. Um, uh, can you hang on one second?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay. Hang on. In order for you to be covered, I have to have a- an affidavit filled out?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Do you just wanna wait until we switch over or you want me to fill it out to get you covered for, like, the next three months?

Speaker speaker\_1: Just wait.

Speaker speaker\_2: Okay. All right. We'll just wait on that. We'll just do employee only then.

Speaker speaker\_1: Okay. So what type of coverage were you wanting to get enrolled into?

Speaker speaker\_2: Uh, I guess just the VIP Classic.

Speaker speaker\_1: Just the VIP Classic?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: What else were you interested in?

Speaker speaker\_2: That's it.

Speaker speaker\_1: So you just want the VIP Classic and that's it?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right, so your total is going to be \$18.80 to authorize the employer to make these deductions.

Speaker speaker\_2: Absolutely.

Speaker speaker\_1: 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 is sent one to two weeks from the activation date.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay, and if you wanted a- so just for your convenience, when the coverage does become active, if you wanted a physical copy of your ID card, you have to call and request it once your coverage is active. Otherwise it's only-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... sent to you via email.

Speaker speaker\_2: Okay. That'll work.

Speaker speaker\_1: All right. Well, is there anything else I could help you with today, Ms. Brandy?

Speaker speaker\_2: No, that is it.

Speaker speaker\_1: All right. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your day.

Speaker speaker\_2: Thanks. You too.

Speaker speaker\_1: Thank you.