

Transcript: Malcolm

Nash-6074341653168128-6340527150284800

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? Hey, how, how you doing? Um, my name Marcus Crawley. I'm calling from, um, Partners Personnel, um, for, um, Purdue, um, for the benefits. Okay, are you wanting to get enrolled or you want to get information? No, I was trying to get enrolled in the benefits. I'm trying to get all the way through it. All right. What's the last four of your social? 6838. All right. For security purposes, can you verify your address and date of birth for me? My birthday is March 29, '83. My, um, home address is 109 Perry Street Lofts. What we ask... So that's not the address that we have on file. Well, I got, I got my dad... I probably, I probably put my dad address, 128 South Sycamore Street, um, 1, um, 811, um, Tower. Yes, sir. Yeah, that's my dad address, yeah. So you want to change it? Yeah, you can put it... Or you can put it to my address because I, um, went and got apart... My own apartment and all that stuff. So I'm just going to do it like this. All right. So what's the new address? What's your new address? 109 Perry Street Lofts, Apartment 20, Petersburg, Virginia, 23803. Stay in the house today and don't go nowhere. I'll be back as soon as I can. You said 109 Curry Street? Perry with a P. P-E-R-R-O-Y Street. P-E-R... Oh, Perry Street? R... Yeah, Perry Street Lofts. L-O-F-T. Lofts? Yeah, Lofts. L-O-F-T. Good. So 109 Perry Street Lofts, Apartment 20, Petersburg, Virginia. What was the zip code? Yeah, w- um, the Lofts is just what they are. It's just Perry Street for real. It's Perry Street. 109. 109 Perry Street. Apartment 20. Apartment 20. So it's Lofts 9... Is, is it 109 Perry Street Lofts? No, the Lofts is... Everybody know what that... The Lofts is what they are, is the Lofts Apartments. But it's just Perry Street, 109 Perry Street, Apartment 20. Okay. And the zip code? 23803. 23803? Yeah, Petersburg, Virginia. All right. Well, let's see, we got a good phone number. 804-838-537... uh, 5357? Yep, that's me. And the email is vagladiator83@gmail.com? Yes, sir. That's me. Okay. All right, what type of covers were you looking to get enrolled into? Huh? What type of coverage were you looking to get enrolled into? Medical and dental. You got to trust him, man. He's your guy, man. Been knowing him for a while, man. Okay. So the dental will be \$3.63. For medical they offer you three different plans. They offer you the VIP Standard, the VIP Plus and the VIP Prime. All three of these plans cover doctors, hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage that you will receive. All right. You was moving... You was, you was talking like a computer voice there at that time. What you say? My bad. All right, say it again. All right. All right, so the dental is \$3.63. Okay. And then with, with medical they offer you three different plans. They offer you the VIP Standard plan, the VIP Plus plan, and the VIP Prime plan. All three of these plans cover doctors, hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage that you will receive. Mm-hmm. Okay. Okay. I want information on how much is that? So, um, what, how much is that, the premium? So it depends on what

you get enrolled in. The standard is \$17.66. The plus is \$31.61. And the prime is \$43.28. Okay. How often do you get... But it's free with your, uh... You'll have a copay when this, um... Hold on. Um, my wife want to talk to you. Hello. How you doing? Okay. I'm doing good. How about you? Hello? Hello? Hello?

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: Hey, how, how you doing? Um, my name Marcus Crawley. I'm calling from, um, Partners Personnel, um, for, um, Purdue, um, for the benefits.

Speaker speaker_1: Okay, are you wanting to get enrolled or you want to get information?

Speaker speaker_2: No, I was trying to get enrolled in the benefits. I'm trying to get all the way through it.

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

Speaker speaker_2: 6838.

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

Speaker speaker_2: My birthday is March 29, '83. My, um, home address is 109 Perry Street Lofts.

Speaker speaker_3: What we ask... So that's not the address that we have on file.

Speaker speaker_2: Well, I got, I got my dad... I probably, I probably put my dad address, 128 South Sycamore Street, um, 1, um, 811, um, Tower.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah, that's my dad address, yeah.

Speaker speaker_1: So you want to change it?

Speaker speaker_2: Yeah, you can put it... Or you can put it to my address because I, um, went and got apart... My own apartment and all that stuff. So I'm just going to do it like this.

Speaker speaker_1: All right. So what's the new address? What's your new address?

Speaker speaker_2: 109 Perry Street Lofts, Apartment 20, Petersburg, Virginia, 23803.

Speaker speaker_3: Stay in the house today and don't go nowhere. I'll be back as soon as I can.

Speaker speaker_1: You said 109 Curry Street?

Speaker speaker_2: Perry with a P. P-E-R-R-O-Y Street.

Speaker speaker_1: P-E-R... Oh, Perry Street?

Speaker speaker_2: R... Yeah, Perry Street Lofts. L-O-F-T.

Speaker speaker_1: Lofts?

Speaker speaker_2: Yeah, Lofts. L-O-F-T.

Speaker speaker_1: Good. So 109 Perry Street Lofts, Apartment 20, Petersburg, Virginia.
What was the zip code?

Speaker speaker_2: Yeah, w- um, the Lofts is just what they are. It's just Perry Street for real.
It's Perry Street.

Speaker speaker_3: 109.

Speaker speaker_2: 109 Perry Street.

Speaker speaker_3: Apartment 20.

Speaker speaker_2: Apartment 20.

Speaker speaker_1: So it's Lofts 9... Is, is it 109 Perry Street Lofts?

Speaker speaker_2: No, the Lofts is... Everybody know what that... The Lofts is what they are,
is the Lofts Apartments. But it's just Perry Street, 109 Perry Street, Apartment 20.

Speaker speaker_1: Okay. And the zip code?

Speaker speaker_2: 23803.

Speaker speaker_1: 23803?

Speaker speaker_2: Yeah, Petersburg, Virginia.

Speaker speaker_1: All right. Well, let's see, we got a good phone number. 804-838-537... uh,
5357?

Speaker speaker_2: Yep, that's me.

Speaker speaker_1: And the email is vagladiator83@gmail.com?

Speaker speaker_2: Yes, sir. That's me.

Speaker speaker_1: Okay. All right, what type of covers were you looking to get enrolled into?

Speaker speaker_2: Huh?

Speaker speaker_1: What type of coverage were you looking to get enrolled into?

Speaker speaker_2: Medical and dental.

Speaker speaker_3: You got to trust him, man. He's your guy, man. Been knowing him for a while, man.

Speaker speaker_1: Okay. So the dental will be \$3.63. For medical they offer you three different plans. They offer you the VIP Standard, the VIP Plus and the VIP Prime. All three of these plans cover doctors, hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage that you will receive.

Speaker speaker_2: All right. You was moving... You was, you was talking like a computer voice there at that time. What you say?

Speaker speaker_1: My bad.

Speaker speaker_2: All right, say it again.

Speaker speaker_1: All right. All right, so the dental is \$3.63.

Speaker speaker_2: Okay.

Speaker speaker_1: And then with, with medical they offer you three different plans. They offer you the VIP Standard plan, the VIP Plus plan, and the VIP Prime plan. All three of these plans cover doctors, hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage that you will receive.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: Okay. Okay.

Speaker speaker_3: I want information on how much is that?

Speaker speaker_2: So, um, what, how much is that, the premium?

Speaker speaker_1: So it depends on what you get enrolled in. The standard is \$17.66. The plus is \$31.61. And the prime is \$43.28.

Speaker speaker_2: Okay.

Speaker speaker_3: How often do you get... But it's free with your, uh... You'll have a copay when this, um...

Speaker speaker_2: Hold on. Um, my wife want to talk to you.

Speaker speaker_3: Hello. How you doing?

Speaker speaker_1: Okay. I'm doing good. How about you? Hello? Hello? Hello?