

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Hello, Malcolm. How are you? I'm doing good. How about you? I'm good. Hey, this is Valerie Jackson. Um, what information you need, hm? What staffing company do you work for? Um, um, Surge. The last four of your Social? 7647. You said 7647? Correct. And your first name? Valerie. Last name? Jackson. And for security purposes, can you verify your address and date of birth for me? 63 Supreme Court, Mirebeau, Alabama, 36054. 10-31-72. Okay, yes, sir. We got your phone number, 334-301-7347. Correct. And your email is valeriejackson72@icloud.com? Yes, sir. How can I help you today? Okay, I can't remember if I, um, took out benefits with y'all with an insurance or not. So, that's why I was calling to see. It doesn't show that- it doesn't show that you're enrolled in any coverage. Oh, okay, 'cause I know it said I had the 30 days to start my automatically enrollment, so that's what I was trying to- So, you want to decline the auto enrollment? I'm sorry? Did you want to decline the auto enrollment? Do I want to decline it? Yeah, the auto enrollment. I mean, it's- it's been over 30 days, 'cause I started in, like, January the 7th. So it's actually been over 30 days. It doesn't look like they enrolled you in anything. Oh, okay. So, let me ask you this question. How much is it for your vision and your dental? So, in- in order for you to get enrolled at this point, you have to wait until a company open enrollment period, or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. But the vision plan, it would be \$2.15 and what was the other one? Okay. Um, that'll- that'll work. So, the... I mean, I can just do the vision with you guys and I have to wait on the dental, right? So, you have to wait for any type of coverage right now 'cause you're outside of your personal open enrollment window- Oh, okay. ... which is 30 days from the date you receive your first paycheck. Oh, okay. Well, don't worry about it then. Um, I'm- I'm good. All right. Well, was there anything else I could help you with today, Ms. Jackson? No, sir. I appreciate it. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. You too, hon. Thank you. Thank you. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Car. This is Malcolm, how can I help you?

Speaker speaker_1: Hello, Malcolm. How are you?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm good. Hey, this is Valerie Jackson. Um, what information you need, hm?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, um, Surge.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: 7647.

Speaker speaker_0: You said 7647?

Speaker speaker_1: Correct.

Speaker speaker_0: And your first name?

Speaker speaker_1: Valerie.

Speaker speaker_0: Last name?

Speaker speaker_1: Jackson.

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

Speaker speaker_1: 63 Supreme Court, Mirebeau, Alabama, 36054. 10-31-72.

Speaker speaker_0: Okay, yes, sir. We got your phone number, 334-301-7347.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is valeriejackson72@icloud.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: How can I help you today?

Speaker speaker_1: Okay, I can't remember if I, um, took out benefits with y'all with an insurance or not. So, that's why I was calling to see.

Speaker speaker_0: It doesn't show that- it doesn't show that you're enrolled in any coverage.

Speaker speaker_1: Oh, okay, 'cause I know it said I had the 30 days to start my automatically enrollment, so that's what I was trying to-

Speaker speaker_0: So, you want to decline the auto enrollment?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Did you want to decline the auto enrollment?

Speaker speaker_1: Do I want to decline it?

Speaker speaker_0: Yeah, the auto enrollment.

Speaker speaker_1: I mean, it's- it's been over 30 days, 'cause I started in, like, January the 7th. So it's actually been over 30 days.

Speaker speaker_0: It doesn't look like they enrolled you in anything.

Speaker speaker_1: Oh, okay. So, let me ask you this question. How much is it for your vision and your dental?

Speaker speaker_0: So, in- in order for you to get enrolled at this point, you have to wait until a company open enrollment period, or you have to have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: But the vision plan, it would be \$2.15 and what was the other one?

Speaker speaker_1: Okay. Um, that'll- that'll work. So, the... I mean, I can just do the vision with you guys and I have to wait on the dental, right?

Speaker speaker_0: So, you have to wait for any type of coverage right now 'cause you're outside of your personal open enrollment window-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... which is 30 days from the date you receive your first paycheck.

Speaker speaker_1: Oh, okay. Well, don't worry about it then. Um, I'm- I'm good.

Speaker speaker_0: All right. Well, was there anything else I could help you with today, Ms. Jackson?

Speaker speaker_1: No, sir. I appreciate it.

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

Speaker speaker_1: You too, hon. Thank you.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Bye-bye.