Transcript: Malcolm Nash-6156652947619840-6694567672463360

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hello. Good afternoon. Huh... I have a question. So I'm with, um, Noor, uh, under agency, and I was wondering if you can see if I'm, um, enrolled for benefits? What staffing company do you work for? Noor. N-O-O-R. The last four of your social? 8288. First name? Esther. Go ahead. Last name? Shamakai. Okay. For security purposes, can you verify your address and date of birth for me? June 13th, 1991, 200 5 Moore Drive, Lumberty, New Jersey 08048. Thank you. So we have your phone number, 609-372-0818? Correct. And your email is yes013845@gmail.com? Correct. Thank you. So you're enrolling for the VIP Classic Dental and Vision. It doesn't look like you received your first deduction yet though. It looks like you're still waiting for that first deduction to happen. And do you know when that happens? So typically, your enrollment... I don't know when you got enrolled, but the enrollment process takes one to two weeks from whatever date you got enrolled. And 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. Okay. They sh- This is like... They... I was told two weeks, so it should have been... It should have started already. So that is totally up to Noor, whenever they make those deductions happen. All right. Um, is there a way I can see like the doctors that's covered under your guys' insurance? So you would go to multiplan.com. That website will tell you what doctors in the area take your insurance. All right. Thank you. Multiplan.com, you said? Yes, ma'am. All right. Thank you. No problem, Ms. E- E- Esther. Was there anything else I can help you with today? No, that's it. Oh, thanks for calling Benefits in the Car. I hope you have a great weekend. You as well. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Hello. Good afternoon. Huh... I have a question. So I'm with, um, Noor, uh, under agency, and I was wondering if you can see if I'm, um, enrolled for benefits?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Noor. N-O-O-R.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 8288.

Speaker speaker_0: First name?

Speaker speaker_1: Esther.

Speaker speaker_0: Go ahead. Last name?

Speaker speaker_1: Shamakai.

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

Speaker speaker_1: June 13th, 1991, 200 5 Moore Drive, Lumberty, New Jersey 08048.

Speaker speaker_0: Thank you. So we have your phone number, 609-372-0818?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is yes013845@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. So you're enrolling for the VIP Classic Dental and Vision. It doesn't look like you received your first deduction yet though. It looks like you're still waiting for that first deduction to happen.

Speaker speaker_1: And do you know when that happens?

Speaker speaker_0: So typically, your enrollment... I don't know when you got enrolled, but the enrollment process takes one to two weeks from whatever date you got enrolled. And 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.

Speaker speaker_1: Okay. They sh- This is like... They... I was told two weeks, so it should have been... It should have started already.

Speaker speaker_0: So that is totally up to Noor, whenever they make those deductions happen.

Speaker speaker_1: All right. Um, is there a way I can see like the doctors that's covered under your guys' insurance?

Speaker speaker_0: So you would go to multiplan.com. That website will tell you what doctors in the area take your insurance.

Speaker speaker_1: All right. Thank you. Multiplan.com, you said?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem, Ms. E- E- Esther. Was there anything else I can help you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Oh, thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: Thank you.