

## Transcript: Malcolm

Nash-6211815349207040-5497317097259008

### Full Transcript

Benetton Benefits and the card. This is Malcolm, how can I help you? Hi, Malcolm. Um, I work with, uh, Surge, and I received an email to apply for like insurance benefits, stuff like that. How do I, uh, go about doing that? I'm gonna get you enrolled over the phone. What's the last four of your social? 8730. First name? Adam. N- We can't hear you. Last name? Haynes, H-A-Y-N-E-S. Thank you. For security purposes, can you verify your address and date of birth for me? My birthday is 11-17-89. And my address is 1810 Van Burn Street Rear, Aliquippa, PA 15001. Thank you. Let's see, like your phone number is 636-379-9078. Uh, hmm, 666 379... Hold on, hold on, I just got this number, hold on. Mm-hmm. No it's, uh, 666-379-9074. Okay. And your email is cox, cox@ahey412@gmail.com? Yes. Yeah. What type of coverage were you wantin' to get enrolled into? Uh, the one for family, but the cheaper one. Are you meaning the m- the VIP Standard? Is that what you mean when you say the cheaper one? Yeah, that's the cheaper one. Yeah, correct. How much is that one? For medical, it's \$46,000. Yes, yes, uh- Depends if you have family. I said another one that was a little bit cheaper than that, if I'm correct. All right. The \$26.73 one? That one's covered... That one's, um, a preventative care plan, that doesn't include doctors or hospitals. That one's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. And it gives you access to FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications, along with access to virtual urgent care. Okay. Uh, I guess we'll do the, uh, the cheap VIP one, the cheaper one. So did you want the MEC or you wanted the VIP? The VIP. All right, what else were you interested in? You wanted the VIP Standard and that's it? Yes, it's for, uh, me, my wife and, well, my girlfriend and my son. Okay. Let me see. Surge on it. What'd you say? So Surge doesn't allow domestic partnerships. I think you have to be married in order to get her covered. All right, well, I will call back and let her know that she can't get covered then. I will call back and let her know. Let me, let me verify that though. Do you mind if I put you on a brief hold? Mm-hmm. Thank you. Are you still here Mr. Adam? Yes. Yes, sir. So unfortunately, yeah they don't allow... They don't allow domestic partnerships. You have to be married in order to get her added to your coverage. Okay, so I'll just call back and let her know that I can't add her. But I can add my son though, right? Yes, sir. So you want to do you and child? Yeah, but I, I was still going to call back and let her know that I'm not adding her just so you know. So do you want to do that before getting enrolled? Yes. And now, um- Okay. ... basically I get paid every week. So does it, it automatically come out of my check or how does that work? Yes, sir. It'll come out of your check automatically every week. Okay. All right, let me, um, 'cause you're gonna need, uh... 'Cause I'm at work right now. So you're going to need birth, social, name, date of birth and stuff like that, right? Yes, sir. First name, last name, Social Security and date of birth. Okay yeah, I'ma, uh, I'ma call back and take care of that

because I'm at work right now, and I go to lunch in a little bit. So I'll do that on my lunch break. Well, thank you, Malcolm. You have a good day. You too, Mr. Adam, thank you.

## Conversation Format

Speaker speaker\_0: Benetton Benefits and the card. This is Malcolm, how can I help you?

Speaker speaker\_1: Hi, Malcolm. Um, I work with, uh, Surge, and I received an email to apply for like insurance benefits, stuff like that. How do I, uh, go about doing that?

Speaker speaker\_0: I'm gonna get you enrolled over the phone. What's the last four of your social?

Speaker speaker\_1: 8730.

Speaker speaker\_0: First name?

Speaker speaker\_1: Adam.

Speaker speaker\_0: N-

Speaker speaker\_1: We can't hear you.

Speaker speaker\_0: Last name?

Speaker speaker\_1: Haynes, H-A-Y-N-E-S.

Speaker speaker\_0: Thank you. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: My birthday is 11-17-89. And my address is 1810 Van Burn Street Rear, Aliquippa, PA 15001.

Speaker speaker\_0: Thank you. Let's see, like your phone number is 636-379-9078.

Speaker speaker\_1: Uh, hmm, 666 379... Hold on, hold on, I just got this number, hold on.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: No it's, uh, 666-379-9074.

Speaker speaker\_0: Okay. And your email is cox, cox@ahey412@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah. What type of coverage were you wantin' to get enrolled into?

Speaker speaker\_1: Uh, the one for family, but the cheaper one.

Speaker speaker\_0: Are you meaning the m- the VIP Standard? Is that what you mean when you say the cheaper one?

Speaker speaker\_1: Yeah, that's the cheaper one. Yeah, correct. How much is that one?

Speaker speaker\_0: For medical, it's \$46,000.

Speaker speaker\_1: Yes, yes, uh-

Speaker speaker\_0: Depends if you have family.

Speaker speaker\_1: I said another one that was a little bit cheaper than that, if I'm correct. All right.

Speaker speaker\_0: The \$26.73 one? That one's covered... That one's, um, a preventative care plan, that doesn't include doctors or hospitals. That one's good for like wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative care services. And it gives you access to FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications, along with access to virtual urgent care.

Speaker speaker\_1: Okay. Uh, I guess we'll do the, uh, the cheap VIP one, the cheaper one.

Speaker speaker\_0: So did you want the MEC or you wanted the VIP?

Speaker speaker\_1: The VIP.

Speaker speaker\_0: All right, what else were you interested in? You wanted the VIP Standard and that's it?

Speaker speaker\_1: Yes, it's for, uh, me, my wife and, well, my girlfriend and my son.

Speaker speaker\_0: Okay. Let me see. Surge on it.

Speaker speaker\_1: What'd you say?

Speaker speaker\_0: So Surge doesn't allow domestic partnerships. I think you have to be married in order to get her covered.

Speaker speaker\_1: All right, well, I will call back and let her know that she can't get covered then. I will call back and let her know.

Speaker speaker\_0: Let me, let me verify that though. Do you mind if I put you on a brief hold?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Thank you. Are you still here Mr. Adam?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yes, sir. So unfortunately, yeah they don't allow... They don't allow domestic partnerships. You have to be married in order to get her added to your coverage.

Speaker speaker\_1: Okay, so I'll just call back and let her know that I can't add her. But I can add my son though, right?

Speaker speaker\_0: Yes, sir. So you want to do you and child?

Speaker speaker\_1: Yeah, but I, I was still going to call back and let her know that I'm not adding her just so you know.

Speaker speaker\_0: So do you want to do that before getting enrolled?

Speaker speaker\_1: Yes. And now, um-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... basically I get paid every week. So does it, it automatically come out of my check or how does that work?

Speaker speaker\_0: Yes, sir. It'll come out of your check automatically every week.

Speaker speaker\_1: Okay. All right, let me, um, 'cause you're gonna need, uh... 'Cause I'm at work right now. So you're going to need birth, social, name, date of birth and stuff like that, right?

Speaker speaker\_0: Yes, sir. First name, last name, Social Security and date of birth.

Speaker speaker\_1: Okay yeah, I'ma, uh, I'ma call back and take care of that because I'm at work right now, and I go to lunch in a little bit. So I'll do that on my lunch break. Well, thank you, Malcolm. You have a good day.

Speaker speaker\_0: You too, Mr. Adam, thank you.