

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. How's it going? Um, I'm under Partners Personnel, and I'm getting this text telling me that I have an opportunity to enroll in benefits. Yes. Health insurance offered through Partners Personnel. Okay. Um, yeah. I was just seeing what's up with that. Were you wanting to get enrolled? Um, yeah. That would be cool. All right. What's the last four of your social? Uh, 1395. You said 1359? 1395. 1395. First name? Shaun. You said John? Shaun, S-H-A-U-N. And last name? Schroepfer, S-C-H-R-O-E-P-F-E-R. Okay. For security purposes, can you verify your address and date of birth for me? Yeah. 26900 Winchester Creek Avenue, Marietta, California 9234, or 92563. And, uh, date of birth would be 08/20/2004. Thank you. So we got your phone number at 909-222-2073? Yeah. And I think your email is linden, last name, @gmail.com? Correct. Thank you. All right. So, you do have 30 days before you don't have an opportunity to get enrolled again. Um, have you been provided with a benefits guide? No. I haven't. All right. So what I can do to make it easier, 'cause I can't explain 'em over the phone, if you want a benefits guide, I can email you the benefits guide and you can look over it. And then, if you have any questions you can give us a call back, and then I can explain it over the phone better for you. Or we can go over it together- Okay. ... right now. Whichever one you prefer. Okay. Sounds good. I can look at the email. Okay. So it looks like your hire date was 2/17. That means you would have until next, uh, you have until the 17th of March, which would be not next Monday, but the Monday after that to get enrolled into coverage. Okay. Sounds good. One moment. All right. So I just sent that benefits guide to your email. It should be from the info of Benefits in the Car. Would you be able to confirm that you received it? Let me see. Um, no. I haven't gotten anything. Sometimes it does go to your spam folder as well. Yeah. Nothing in there either. Let me see. Well, it looks like ... Yeah. I got no emails. Well, y- it might be... Are you looking on your phone while you're on the phone with me? Yeah. I'm looking at the email and it doesn't show. Yeah. Sometimes it... sometimes with your phone, while you're using a phone, it doesn't allow you to re-, uh, refresh your email. So that might be... Oh, I see. So it doesn't look like it was sending. Okay. Um, you mind if I put you on a brief hold? Yeah. That's good. Thank you. Hey. How you doing, Mr....? Hi. How's it going? Hi. Can you check and see if we got it this time? Yeah. Let me see. Mm. Nothing. Oh, there we go. Yeah. I got it. Okay. Nice. All right. So yeah. Was there anything else I could help you with today, Mr. Shaun? Uh, no. That'll be it. Thank you very much. No problem. So just to let you know that we are, we are open 'til 8:00 PM Eastern Time. So if you- Okay. Cool. Thank you. If you didn't go over the guide and you're ready to go ahead and get enrolled today, feel free to give us a call back. Awesome. Thank you very much. No problem. Was there anything else I could help you with today? Uh, that'll be it. All right. Thanks for calling Benefits in the Car. Hope you have a great rest of your week, Mr. Shaun. Awesome. Thank you very much. No problem.

Conversation Format

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

Speaker speaker_1: Hi. How's it going? Um, I'm under Partners Personnel, and I'm getting this text telling me that I have an opportunity to enroll in benefits.

Speaker speaker_0: Yes. Health insurance offered through Partners Personnel.

Speaker speaker_1: Okay. Um, yeah. I was just seeing what's up with that.

Speaker speaker_0: Were you wanting to get enrolled?

Speaker speaker_1: Um, yeah. That would be cool.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: Uh, 1395.

Speaker speaker_0: You said 1359?

Speaker speaker_1: 1395.

Speaker speaker_0: 1395. First name?

Speaker speaker_1: Shaun.

Speaker speaker_0: You said John?

Speaker speaker_1: Shaun, S-H-A-U-N.

Speaker speaker_0: And last name?

Speaker speaker_1: Schroepfer, S-C-H-R-O-E-P-F-E-R.

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

Speaker speaker_1: Yeah. 26900 Winchester Creek Avenue, Marietta, California 9234, or 92563. And, uh, date of birth would be 08/20/2004.

Speaker speaker_0: Thank you. So we got your phone number at 909-222-2073?

Speaker speaker_1: Yeah.

Speaker speaker_0: And I think your email is linden, last name, @gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Thank you. All right. So, you do have 30 days before you don't have an opportunity to get enrolled again. Um, have you been provided with a benefits guide?

Speaker speaker_1: No. I haven't.

Speaker speaker_0: All right. So what I can do to make it easier, 'cause I can't explain 'em over the phone, if you want a benefits guide, I can email you the benefits guide and you can look over it. And then, if you have any questions you can give us a call back, and then I can explain it over the phone better for you. Or we can go over it together-

Speaker speaker_1: Okay.

Speaker speaker_0: ... right now. Whichever one you prefer.

Speaker speaker_1: Okay. Sounds good. I can look at the email.

Speaker speaker_0: Okay. So it looks like your hire date was 2/17. That means you would have until next, uh, you have until the 17th of March, which would be not next Monday, but the Monday after that to get enrolled into coverage.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: One moment. All right. So I just sent that benefits guide to your email. It should be from the info of Benefits in the Car. Would you be able to confirm that you received it?

Speaker speaker_1: Let me see. Um, no. I haven't gotten anything.

Speaker speaker_0: Sometimes it does go to your spam folder as well.

Speaker speaker_1: Yeah. Nothing in there either.

Speaker speaker_0: Let me see. Well, it looks like ...

Speaker speaker_1: Yeah. I got no emails.

Speaker speaker_0: Well, y- it might be... Are you looking on your phone while you're on the phone with me?

Speaker speaker_1: Yeah. I'm looking at the email and it doesn't show.

Speaker speaker_0: Yeah. Sometimes it... sometimes with your phone, while you're using a phone, it doesn't allow you to re-, uh, refresh your email. So that might be... Oh, I see. So it doesn't look like it was sending. Okay. Um, you mind if I put you on a brief hold?

Speaker speaker_1: Yeah. That's good.

Speaker speaker_0: Thank you. Hey. How you doing, Mr....?

Speaker speaker_1: Hi. How's it going?

Speaker speaker_0: Hi. Can you check and see if we got it this time?

Speaker speaker_1: Yeah. Let me see. Mm. Nothing. Oh, there we go. Yeah. I got it.

Speaker speaker_0: Okay.

Speaker speaker_1: Nice.

Speaker speaker_0: All right. So yeah. Was there anything else I could help you with today, Mr. Shaun?

Speaker speaker_1: Uh, no. That'll be it. Thank you very much.

Speaker speaker_0: No problem. So just to let you know that we are, we are open 'til 8:00 PM Eastern Time. So if you-

Speaker speaker_1: Okay. Cool. Thank you.

Speaker speaker_0: If you didn't go over the guide and you're ready to go ahead and get enrolled today, feel free to give us a call back.

Speaker speaker_1: Awesome. Thank you very much.

Speaker speaker_0: No problem. Was there anything else I could help you with today?

Speaker speaker_1: Uh, that'll be it.

Speaker speaker_0: All right. Thanks for calling Benefits in the Car. Hope you have a great rest of your week, Mr. Shaun.

Speaker speaker_1: Awesome. Thank you very much.

Speaker speaker_0: No problem.