

## Transcript: Malcolm

Nash-6348442548518912-6321874149261312

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? Yes, I was trying to see if I still had time to enroll. What staffing company do you work for? Oxford. The last four of your social. Three, six, seven, two. First name? Crystal. Last name? Bob, B-O-B. And for security purposes, can you verify your address and date of birth for me? Eight... I mean, I'm sorry, it's one, eight, one, one, zero Humber River Lane, Houston, Texas 77044, and then 12/23/81. Thank you. Just to confirm, your phone number at 413-8435? Correct. And your email is cnlatti03@yahoo.com? Mm-hmm. Okay. So it looks like you're still eligible to get enrolled. What type of coverage were you wantin' to get enrolled into? I wanna do the vision, term life, and short-term disability. So you wanna do the vision, term life, and short-term disability, and that's it? Yeah, because with the medical, I'm really not sure how the medical works. What do you need? It's almost like it's like a Teladoc plan or something. Excuse me, are you referring to MEC TeleRx? Uh, it's the BIC medical plan. I'm not sure which one you're referring to, ma'am. Okay. Um... Is it NSure Plus Basic, or the NSure Plus Enhanced, or the MEC TeleRx? 'Cause those are the only medical plans that they offer. Yeah. And see, I, I don't want medical. I just want the, the, um... Or dental. I just want vision, short term and, um, the life- Term life? The term life, yeah. Right, so those three selected, your total will be \$8.21. Do you authorize your employer to make these deductions? Yes. Mm. And that's every paycheck, right? Yes, ma'am. Mm-hmm. So it's gonna be in, uh, employer plus child for vision. All right, give me one moment. I gotta go change it now. Okay. All right. So I do need a beneficiary for your life insurance policy. I will need first name, last- Who are you? Give me one moment, ma'am. Okay. All right, so with the child added, your new total will be \$11 even. That'll be taken out weekly. Okay, and then I want, for the life insurance, I want it to- Yes, ma'am. Um, it will be my husband and my daughter. So you wanna split it 50/50? No, just my daughter. For the life insurance policy. I'm sorry, are you saying... Are you saying you wanna add her on to your life insurance, or are you saying you wanna use her as a beneficiary? Oh, she will be my beneficiary for my life insurance, but I also want to add insurance coverage for her and my husband. So, so you're saying you wanna have life insurance on your husband and your child, and you want your child to be your beneficiary for your life insurance policy? Correct. Hmm. I'm not sure if we can do that. You mind if I put you on a brief hold? Okay. There you go. ... crystal? Mm-hmm. I think we are able to do that as soon as- I know. I was just like, I don't... When you said it, I was like, "You can do it." So I just want to, for my, my life insurance policy, I want to add my daughter as my beneficiary, right? But then I'm looking- Just a second. Okay. Yeah, so I've been ready for your husband. So first we're going to do your husband information, then your daughter's. I just need first name, last name, Social Security and date of birth. Oh, shit. Okay. Um, so this is for the, uh, employee plus family? Yes, for the... Give

me a second. And then the spouse is what, 2,500? Give me one moment. I got to pull up the benefits guide. Yes, ma'am. It's 2,500. And then 2,500 for my child? It says children's six months up to age 26, 2500, yep. Okay. Um, I'm ready. Let me see. Go ahead. I don't know his, I don't know his Social Security. Um, hold on one second because I got to get this up. That's fine. He on the line. Sir, are you still there? Yes, ma'am. I need you to go looking at black things and give me you and Jerome's Social. You going to see the... Huh? Sure thing. You heard me? I'm getting there right now. Okay. You're going to see the tab and it's going to say Social Security and y'all's Social should be in a Ziploc bag. Um, okay, sir. So can I start giving you the rest of they information? Yes, ma'am. Okay, so his name is Jerome, J-E-R-E-M-E. Last name? Last name is Bob, B-O-B. Mm, date of birth? 12/10/77. I'm ready for your information. I'm ready for your daughter. Her name is Braelynn, B-R-A-E-L-Y-N. Last name is Davis, D-A-V-I-S. Birthday is 8/13/2003. Thank you. Her Social, Braelynn, what's your Social? 631... No. Give me one moment. Okay. Oh, shit. Braelynn, it's in that black thing and it's going to say Social. It's going to be within the first one or two tabs. So your Social- We have to spell it for us, right? Braelynn, no, it's in a Ziploc bag and y'all Socials are in a Ziploc bag. You said her name is spelled B-R-A-E-L-Y-N? Yes. All right, I'm ready for her Social. Do you see it, Braelynn? Um, it says 000. I'm still looking. Wow. Braelynn, it's- Give me a second. ... one of two... Give me a second. Okay, I found it. No. I'm ready for her Social. You got it. My Social is 631-88-4807. Can you say it, 631-88-4807? Yes. All right, it didn't save. Can you give us that one more time? 631-88-4807. Thank you. And I'm ready for his whenever you're ready. His is 466-43-2728. You said 466-43-2728? Yes. And hers is 631-88-4807? Correct. Thank you. Okay, Braelynn, make sure you put it right back there, okay? Hey, it's okay. All right, I got all that information updated. All right, so the enrollment process does take one to two weeks. 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, and your ID card is sent one to two weeks from the activation date. Okay, so now I have vision, short-term disability and life insurance, right? Yes, that's what you got enrolled into. You got short-term disability for you, life insurance for you and the family and then vision for you and the child. Okay, thank you, sir. No problem, Miss Bob. Was there anything else I could help you with today? No, that's it. All right, thanks for calling Benefits in the Car. I hope you have a great weekend. You too. Bye-bye.

## 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 Car. This is Malcolm, how can I help you?

Speaker speaker\_2: Yes, I was trying to see if I still had time to enroll.

Speaker speaker\_1: What staffing company do you work for?

Speaker speaker\_2: Oxford.

Speaker speaker\_1: The last four of your social.

Speaker speaker\_2: Three, six, seven, two.

Speaker speaker\_1: First name?

Speaker speaker\_2: Crystal.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Bob, B-O-B.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Eight... I mean, I'm sorry, it's one, eight, one, one, zero Humber River Lane, Houston, Texas 77044, and then 12/23/81.

Speaker speaker\_1: Thank you. Just to confirm, your phone number at 413-8435?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And your email is cnlattin03@yahoo.com?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Okay. So it looks like you're still eligible to get enrolled. What type of coverage were you wantin' to get enrolled into?

Speaker speaker\_2: I wanna do the vision, term life, and short-term disability.

Speaker speaker\_1: So you wanna do the vision, term life, and short-term disability, and that's it?

Speaker speaker\_2: Yeah, because with the medical, I'm really not sure how the medical works.

Speaker speaker\_1: What do you need?

Speaker speaker\_2: It's almost like it's like a Teladoc plan or something.

Speaker speaker\_1: Excuse me, are you referring to MEC TeleRx?

Speaker speaker\_2: Uh, it's the BIC medical plan.

Speaker speaker\_1: I'm not sure which one you're referring to, ma'am.

Speaker speaker\_2: Okay. Um...

Speaker speaker\_1: Is it NSure Plus Basic, or the NSure Plus Enhanced, or the MEC TeleRx? 'Cause those are the only medical plans that they offer.

Speaker speaker\_2: Yeah. And see, I, I don't want medical. I just want the, the, um... Or dental. I just want vision, short term and, um, the life-

Speaker speaker\_1: Term life?

Speaker speaker\_2: The term life, yeah.

Speaker speaker\_1: Right, so those three selected, your total will be \$8.21. Do you authorize your employer to make these deductions?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Mm.

Speaker speaker\_2: And that's every paycheck, right?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Mm-hmm. So it's gonna be in, uh, employer plus child for vision.

Speaker speaker\_1: All right, give me one moment. I gotta go change it now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. So I do need a beneficiary for your life insurance policy. I will need first name, last-

Speaker speaker\_2: Who are you?

Speaker speaker\_1: Give me one moment, ma'am.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, so with the child added, your new total will be \$11 even. That'll be taken out weekly.

Speaker speaker\_2: Okay, and then I want, for the life insurance, I want it to-

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Um, it will be my husband and my daughter.

Speaker speaker\_1: So you wanna split it 50/50?

Speaker speaker\_2: No, just my daughter. For the life insurance policy.

Speaker speaker\_1: I'm sorry, are you saying... Are you saying you wanna add her on to your life insurance, or are you saying you wanna use her as a beneficiary?

Speaker speaker\_2: Oh, she will be my beneficiary for my life insurance, but I also want to add insurance coverage for her and my husband.

Speaker speaker\_1: So, so you're saying you wanna have life insurance on your husband and your child, and you want your child to be your beneficiary for your life insurance policy?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Hmm. I'm not sure if we can do that. You mind if I put you on a brief hold?

Speaker speaker\_2: Okay.

Speaker speaker\_1: There you go. ... crystal?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: I think we are able to do that as soon as-

Speaker speaker\_2: I know. I was just like, I don't... When you said it, I was like, "You can do it." So I just want to, for my, my life insurance policy, I want to add my daughter as my beneficiary, right? But then I'm looking-

Speaker speaker\_1: Just a second.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, so I've been ready for your husband. So first we're going to do your husband information, then your daughter's. I just need first name, last name, Social Security and date of birth.

Speaker speaker\_2: Oh, shit. Okay. Um, so this is for the, uh, employee plus family?

Speaker speaker\_1: Yes, for the... Give me a second.

Speaker speaker\_2: And then the spouse is what, 2,500?

Speaker speaker\_1: Give me one moment. I got to pull up the benefits guide. Yes, ma'am. It's 2,500.

Speaker speaker\_2: And then 2,500 for my child?

Speaker speaker\_1: It says children's six months up to age 26, 2500, yep.

Speaker speaker\_2: Okay. Um, I'm ready. Let me see.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: I don't know his, I don't know his Social Security. Um, hold on one second because I got to get this up.

Speaker speaker\_1: That's fine.

Speaker speaker\_2: He on the line. Sir, are you still there?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: I need you to go looking at black things and give me you and Jerome's Social. You going to see the... Huh?

Speaker speaker\_3: Sure thing.

Speaker speaker\_2: You heard me?

Speaker speaker\_3: I'm getting there right now.

Speaker speaker\_2: Okay. You're going to see the tab and it's going to say Social Security and y'all's Social should be in a Ziploc bag. Um, okay, sir. So can I start giving you the rest of they information?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Okay, so his name is Jerome, J-E-R-E-M-E.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Last name is Bob, B-O-B.

Speaker speaker\_1: Mm, date of birth?

Speaker speaker\_2: 12/10/77.

Speaker speaker\_1: I'm ready for your information. I'm ready for your daughter.

Speaker speaker\_2: Her name is Braelynn, B-R-A-E-L-Y-N. Last name is Davis, D-A-V-I-S. Birthday is 8/13/2003.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Her Social, Braelynn, what's your Social? 631...

Speaker speaker\_3: No.

Speaker speaker\_1: Give me one moment.

Speaker speaker\_2: Okay.

Speaker speaker\_3: Oh, shit.

Speaker speaker\_2: Braelynn, it's in that black thing and it's going to say Social. It's going to be within the first one or two tabs. So your Social-

Speaker speaker\_3: We have to spell it for us, right?

Speaker speaker\_2: Braelynn, no, it's in a Ziploc bag and y'all Socials are in a Ziploc bag.

Speaker speaker\_1: You said her name is spelled B-R-A-E-L-Y-N?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, I'm ready for her Social.

Speaker speaker\_2: Do you see it, Braelynn?

Speaker speaker\_3: Um, it says 000. I'm still looking.

Speaker speaker\_2: Wow. Braelynn, it's-

Speaker speaker\_3: Give me a second.

Speaker speaker\_2: ... one of two...

Speaker speaker\_3: Give me a second. Okay, I found it.

Speaker speaker\_2: No.

Speaker speaker\_1: I'm ready for her Social.

Speaker speaker\_2: You got it.

Speaker speaker\_3: My Social is 631-88-4807.

Speaker speaker\_1: Can you say it, 631-88-4807?

Speaker speaker\_3: Yes.

Speaker speaker\_1: All right, it didn't save. Can you give us that one more time?

Speaker speaker\_3: 631-88-4807.

Speaker speaker\_1: Thank you. And I'm ready for his whenever you're ready.

Speaker speaker\_3: His is 466-43-2728.

Speaker speaker\_1: You said 466-43-2728?

Speaker speaker\_3: Yes.

Speaker speaker\_1: And hers is 631-88-4807?

Speaker speaker\_3: Correct.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Okay, Braelynn, make sure you put it right back there, okay?

Speaker speaker\_3: Hey, it's okay.

Speaker speaker\_1: All right, I got all that information updated. All right, so the enrollment process does take one to two weeks. 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, and your ID card is sent one to two weeks from the activation date.

Speaker speaker\_2: Okay, so now I have vision, short-term disability and life insurance, right?

Speaker speaker\_1: Yes, that's what you got enrolled into. You got short-term disability for you, life insurance for you and the family and then vision for you and the child.

Speaker speaker\_2: Okay, thank you, sir.

Speaker speaker\_1: No problem, Miss Bob. Was there anything else I could help you with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right, thanks for calling Benefits in the Car. I hope you have a great weekend.

Speaker speaker\_2: You too. Bye-bye.