

## **Transcript: Malcolm**

**Nash-6370323782615040-4693755314225152**

### **Full Transcript**

... benefits in the car. This is Malcolm, how can I help you? Uh, hello, my name is Peng Chen. I have received a missed call and, uh, voice message that, uh, uh, I've been enrolled by, uh, some, uh, s- uh, Hospitality Staffing Solution. Uh, so there's, uh, some- something about my healthcare issue that you want to discuss with me. So you want Hospitality Staffing Solution? Uh, yeah, yeah. Let me get their solutions number. Okay, one moment. I'm gonna look you guys up. What's the last four of your social? Oh, uh, my, my social number? Okay, uh, hold on. Mm-hmm. All right. It's, uh, double six seven two. 6672? Yeah, 6672. First name? First name's Peng, P-E-N-G. For security purposes, can you verify your address and date of birth for me? Uh, sorry? I said, for security purposes can you verify your address and date of birth for me? Oh, the date of birth's, uh, it's, um, May 8th, 1980. And your address? My address is, uh, 524 North, uh, Y-A-E-Z Avenue, uh, Metro Park, uh- ... yeah. We got your phone number as 725-318-0882. Yes. And your email is pengc or pengchen@... com? Yes. All right. So we called in, in regards to your enrollment form with Hospitality Staffing. It looks like you selected you wanted health insurance for you and your spouse, but you didn't mention it. Please. Not that... The healthcare, i- the health insurance is, can only cover me. So you only want it to cover you? Yeah, yeah. I, I'm the only one to cover, I guess, and my, my sponsor is not in America, so you, you can only cover me. Okay. Well... Yeah. It looks like they already got you enrolled for your, for your stuff only, so you should be fine. Oh, oh, okay. Thank you. Thank you, man. No problem, Mr. Chen. Was there anything else I could help you with today? Uh, no. Nothing. Thank you. Okay, no problem then. Benefits in the car. Hope you have a great weekend, man. Oh, all right. Are you still with me yet? Yeah, yeah. I, I'm here. Yeah. All right. So it does look like you selected both MEC plans, and they were also calling to verify which one you wanted to get enrolled into. Uh, uh, C... Wha- what, what do you mean? C5? So you selected the MEC TeleRx and you selected the MEC Enhanced. You're only able to pick one. They wanted to verify which one you wanted to get enrolled into. Uh, I'm, I'm not sure. You mean the healthcare or, or something else? Your essential preventative care. So, so when you selected a p- the same, they have the same name, but they, there's two different plan. There's two different versions. One is \$42.61 and one is \$16.65. You selected both of them and we just, we needed to clarify which one you wanted to get enrolled into. Uh, you, you, I, I selected the lower one, the lower one, yeah. I need it from you, Mr. Chen. Was there anything else I could help you with today? Uh, no, nothing. All right. If there's nothing else, Mr. Chen, thanks for calling Benefits in the Car. Hope you have a great weekend, man. Uh, okay. Thank you. Okay. Okay, bye.

### **Conversation Format**

Speaker speaker\_0: ... benefits in the car. This is Malcolm, how can I help you?

Speaker speaker\_1: Uh, hello, my name is Peng Chen. I have received a missed call and, uh, voice message that, uh, uh, I've been enrolled by, uh, some, uh, s- uh, Hospitality Staffing Solution. Uh, so there's, uh, some- something about my healthcare issue that you want to discuss with me.

Speaker speaker\_0: So you want Hospitality Staffing Solution?

Speaker speaker\_1: Uh, yeah, yeah.

Speaker speaker\_0: Let me get their solutions number. Okay, one moment. I'm gonna look you guys up. What's the last four of your social?

Speaker speaker\_1: Oh, uh, my, my social number? Okay, uh, hold on.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right. It's, uh, double six seven two.

Speaker speaker\_0: 6672?

Speaker speaker\_1: Yeah, 6672.

Speaker speaker\_0: First name?

Speaker speaker\_1: First name's Peng, P-E-N-G.

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

Speaker speaker\_1: Uh, sorry?

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

Speaker speaker\_1: Oh, the date of birth's, uh, it's, um, May 8th, 1980.

Speaker speaker\_0: And your address?

Speaker speaker\_1: My address is, uh, 524 North, uh, Y-A-E-Z Avenue, uh, Metro Park, uh- ... yeah.

Speaker speaker\_0: We got your phone number as 725-318-0882.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is pengc or pengchen@... com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So we called in, in regards to your enrollment form with Hospitality Staffing. It looks like you selected you wanted health insurance for you and your spouse, but you didn't mention it. Please.

Speaker speaker\_1: Not that... The healthcare, i- the health insurance is, can only cover me.

Speaker speaker\_0: So you only want it to cover you?

Speaker speaker\_1: Yeah, yeah. I, I'm the only one to cover, I guess, and my, my sponsor is not in America, so you, you can only cover me.

Speaker speaker\_0: Okay. Well...

Speaker speaker\_1: Yeah.

Speaker speaker\_0: It looks like they already got you enrolled for your, for your stuff only, so you should be fine.

Speaker speaker\_1: Oh, oh, okay. Thank you. Thank you, man.

Speaker speaker\_0: No problem, Mr. Chen. Was there anything else I could help you with today?

Speaker speaker\_1: Uh, no. Nothing. Thank you.

Speaker speaker\_0: Okay, no problem then. Benefits in the car. Hope you have a great weekend, man.

Speaker speaker\_1: Oh, all right.

Speaker speaker\_0: Are you still with me yet?

Speaker speaker\_1: Yeah, yeah. I, I'm here. Yeah.

Speaker speaker\_0: All right. So it does look like you selected both MEC plans, and they were also calling to verify which one you wanted to get enrolled into.

Speaker speaker\_1: Uh, uh, C... Wha- what, what do you mean? C5?

Speaker speaker\_0: So you selected the MEC TeleRx and you selected the MEC Enhanced. You're only able to pick one. They wanted to verify which one you wanted to get enrolled into.

Speaker speaker\_1: Uh, I'm, I'm not sure. You mean the healthcare or, or something else?

Speaker speaker\_0: Your essential preventative care. So, so when you selected a p- the same, they have the same name, but they, there's two different plan. There's two different versions. One is \$42.61 and one is \$16.65. You selected both of them and we just, we needed to clarify which one you wanted to get enrolled into.

Speaker speaker\_1: Uh, you, you, I, I selected the lower one, the lower one, yeah.

Speaker speaker\_0: I need it from you, Mr. Chen. Was there anything else I could help you with today?

Speaker speaker\_1: Uh, no, nothing.

Speaker speaker\_0: All right. If there's nothing else, Mr. Chen, thanks for calling Benefits in the Car. Hope you have a great weekend, man.

Speaker speaker\_1: Uh, okay. Thank you.

Speaker speaker\_0: Okay. Okay, bye.