

Transcript: Malcolm

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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? Hey, Malcolm. Uh, so I'm an employee through BDSS. Um, and it says I can reinstate my, uh, my, uh, benefits. Okay. What's the last four of your social? 8854. First name? Timmy. Last name? McKee. For security purposes, can you verify your address and date of birth for me? Uh, 927 McCreary Avenue, San Jose, California 95116. And then 8/25/76. Thank you. So do I got your phone number 278-6557? Yeah. Correct. And the email is mckee.timmy@gmail.com? Right. Thank you. So you just want, you want the same coverage as you had before? The group accident, dental, short-term disability, career link, life insurance, vision and the preventive care? Yeah. Wait. That's, uh, med- that covers medical, right? So the NEC tell you it raises a preventative care plan. That doesn't cover doctors, hospitals or prescriptions. Okay. Well, I'm gonna need, uh, yeah, I might need medical coverage 'cause, uh, yeah. I don't have none right now so if we can get a plan with you with, with medical on it. I'm not sure if you'll be able to add anything. What I can do, if you wanted to add something, I could, we'll have to do a eligibility review. Okay. And that take 24 to 48 hours for that review. Okay. That's fine. Okay. You mind if I put you on a brief hold? Yeah. Thank you. No problem. Hey, are you there, Mr. McKee? Yeah. All right. So I just sent that in to be reviewed. Please be advised it does take 24 to 48 hours for the review and once we hear back, I'll give you a call back to let you know if you're eligible to add anything. Okay. Okay, sounds good. Thank you. No problem, Mr. McKee. Was there anything else I can help you with today? No, that's it. Thanks, man. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day. You too. Thank you. 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: Hey, Malcolm. Uh, so I'm an employee through BDSS. Um, and it says I can reinstate my, uh, my, uh, benefits.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 8854.

Speaker speaker_1: First name?

Speaker speaker_2: Timmy.

Speaker speaker_1: Last name?

Speaker speaker_2: McKee.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 927 McCreary Avenue, San Jose, California 95116. And then 8/25/76.

Speaker speaker_1: Thank you. So do I got your phone number 278-6557?

Speaker speaker_2: Yeah. Correct.

Speaker speaker_1: And the email is mckee.timmy@gmail.com?

Speaker speaker_2: Right.

Speaker speaker_1: Thank you. So you just want, you want the same coverage as you had before? The group accident, dental, short-term disability, career link, life insurance, vision and the preventive care?

Speaker speaker_2: Yeah. Wait. That's, uh, med- that covers medical, right?

Speaker speaker_1: So the NEC tell you it raises a preventative care plan. That doesn't cover doctors, hospitals or prescriptions.

Speaker speaker_2: Okay. Well, I'm gonna need, uh, yeah, I might need medical coverage 'cause, uh, yeah. I don't have none right now so if we can get a plan with you with, with medical on it.

Speaker speaker_1: I'm not sure if you'll be able to add anything. What I can do, if you wanted to add something, I could, we'll have to do a eligibility review.

Speaker speaker_2: Okay.

Speaker speaker_1: And that take 24 to 48 hours for that review.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you.

Speaker speaker_2: No problem.

Speaker speaker_1: Hey, are you there, Mr. McKee?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So I just sent that in to be reviewed. Please be advised it does take 24 to 48 hours for the review and once we hear back, I'll give you a call back to let you know if you're eligible to add anything.

Speaker speaker_2: Okay. Okay, sounds good. Thank you.

Speaker speaker_1: No problem, Mr. McKee. Was there anything else I can help you with today?

Speaker speaker_2: No, that's it. Thanks, man.

Speaker speaker_1: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.