Transcript: Malcolm Nash-6474550474096640-6434546209177600

Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi. Um, I would like to enroll. All right. What staffing company do you work for? Uh, Surge. What's your last four of your Social? Yeah. That's where I work with. I'm a new, um, employee, so I was waiting for the email for the enrollment. Okay. What's the last four of your Social? 7687. First name? Gabriel. Say that again? Gabriel, first name. Last name? Garcia. Are you calling on behalf of him, or you are Gabriel? No, I'm- I- I am him. All right. For security purposes, can you verify your address and date of birth for me? Yes. Uh, it says 4749 Crossshire Drive, Dayton, Ohio. Zip code 44- no, sorry, 45440. Mm-hmm. Date of birth? March 27, 1997. I see. I got a phone number, 787-452-5929? Correct. And the email is gabgar97@gmail.com? Yes. Well, wait. Uh- That's exactly right. Gabgar97@gmail.com? Yep. Okay. Yeah. All right. What type of coverage were you looking to get enrolled into? Um, which is the one that, uh, has the full coverage? What do you mean by full coverage? Oh. Um, can you explain to me what you- what you have offer, um, available? Yes, ma'am. I mean, yes, sir. So we have the- the medical, the free Rx, the virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, and behavior health. Okay. Um, is that like... Can I, um, can I get to, um, pick one specific one or there's one that has like multiple plan coverage? You can have all of them if you would like. Okay. Um, yeah, I'll take all. I'll take the whole coverage. So you want full coverage? Yeah, full coverage. So with the medical plan they offer you two different plans. They offer you the VIP Standard and the VIP Classic. They both cover doctors, hospitals and pre- prescriptions. The only difference between the two is with the VIP Classic you get more than a hospital benefit. So the standard is $17.63 and the classic is $19.53. Okay. Um, I'll take the VIP one. So you want the standard or the classic? Um, is the cla- the- the... Which one covers the hospital? So, both of them cover h- doctors, hospitals and prescriptions. The only difference between the two is with the Classic it covers a little bit more than the hospital benefit. Okay. I'll take the Classic then. All right. So with- with full coverage selected, your total will be $61.66. That'll be deducted weekly. Do you authorize your employer to make these deductions? Uh, yes. Do you... All right. So I do need a beneficiary for the life- for your life insurance policy. I will just need a first name and last name and their relationship to you. Okay. First name Gabriel, last name Garcia. That'd be... And who is that to you? Oh. Um, sorry, repeat the question again? I didn't hear you clearly. So this is for your life insurance policy, who it will go to. Um, let me see. Uh, I have a sister, so I'm guessing it'll be, um... My sister name is different, it's called Celines. So her name is, with C-E-L-I-N-E-S. Same last name? Yeah. All right. Okay. Let's look at that in the system. 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 cards will be sent one to two weeks from the activation date.

Okay. All right. Was there any more questions? Anything else I can help you with today, Mr. Gabriel? Uh, no. That'll be all. Thank you. No problem. Thanks for calling Benefits In The Car. I hope you have a great rest of your week. All right. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Hi. Um, I would like to enroll.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: What's your last four of your Social?

Speaker speaker_1: Yeah. That's where I work with. I'm a new, um, employee, so I was waiting for the email for the enrollment.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 7687.

Speaker speaker_0: First name?

Speaker speaker_1: Gabriel.

Speaker speaker_0: Say that again?

Speaker speaker_1: Gabriel, first name.

Speaker speaker_0: Last name?

Speaker speaker_1: Garcia.

Speaker speaker_0: Are you calling on behalf of him, or you are Gabriel?

Speaker speaker_1: No, I'm- I- I am him.

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

Speaker speaker_1: Yes. Uh, it says 4749 Crossshire Drive, Dayton, Ohio. Zip code 44- no, sorry, 45440.

Speaker speaker_0: Mm-hmm. Date of birth?

Speaker speaker_1: March 27, 1997.

Speaker speaker_0: I see. I got a phone number, 787-452-5929?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email is gabgar97@gmail.com?

Speaker speaker_1: Yes. Well, wait. Uh-

Speaker speaker_0: That's exactly right.

Speaker speaker_1: Gabgar97@gmail.com?

Speaker speaker_0: Yep.

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: All right. What type of coverage were you looking to get enrolled into?

Speaker speaker_1: Um, which is the one that, uh, has the full coverage?

Speaker speaker_0: What do you mean by full coverage?

Speaker speaker_1: Oh. Um, can you explain to me what you- what you have offer, um, available?

Speaker speaker_0: Yes, ma'am. I mean, yes, sir. So we have the- the medical, the free Rx, the virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care, and behavior health.

Speaker speaker_1: Okay. Um, is that like... Can I, um, can I get to, um, pick one specific one or there's one that has like multiple plan coverage?

Speaker speaker_0: You can have all of them if you would like.

Speaker speaker_1: Okay. Um, yeah, I'll take all. I'll take the whole coverage.

Speaker speaker_0: So you want full coverage?

Speaker speaker_1: Yeah, full coverage.

Speaker speaker_0: So with the medical plan they offer you two different plans. They offer you the VIP Standard and the VIP Classic. They both cover doctors, hospitals and pre-prescriptions. The only difference between the two is with the VIP Classic you get more than a hospital benefit. So the standard is $17.63 and the classic is $19.53.

Speaker speaker_1: Okay. Um, I'll take the VIP one.

Speaker speaker_0: So you want the standard or the classic?

Speaker speaker_1: Um, is the cla- the- the... Which one covers the hospital?

Speaker speaker_0: So, both of them cover h- doctors, hospitals and prescriptions. The only difference between the two is with the Classic it covers a little bit more than the hospital benefit.

Speaker speaker_1: Okay. I'll take the Classic then.

Speaker speaker_0: All right. So with- with full coverage selected, your total will be $61.66. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Do you... All right. So I do need a beneficiary for the life- for your life insurance policy. I will just need a first name and last name and their relationship to you.

Speaker speaker_1: Okay. First name Gabriel, last name Garcia.

Speaker speaker_0: That'd be... And who is that to you?

Speaker speaker_1: Oh. Um, sorry, repeat the question again? I didn't hear you clearly.

Speaker speaker_0: So this is for your life insurance policy, who it will go to.

Speaker speaker_1: Um, let me see. Uh, I have a sister, so I'm guessing it'll be, um... My sister name is different, it's called Celines. So her name is, with C-E-L-I-N-E-S.

Speaker speaker_0: Same last name?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. Okay. Let's look at that in the system. 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 cards will be sent one to two weeks from the activation date.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Was there any more questions? Anything else I can help you with today, Mr. Gabriel?

Speaker speaker_1: Uh, no. That'll be all. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits In The Car. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you.