

## **Transcript: Malcolm**

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### **Full Transcript**

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. Um, I was wondering if I could get a new insurance card made then? What staffing company do you work for? Um, I'm working with, um, Surge. Go ahead. Surge Staffing and ? What's the last four of your Social? 4958. Is that 4958? Yep. Your first name? Leah Love. My first name's Leah. All right. For security purposes, can you verify your address and date of birth for me? Oh, the address will be 9 Alice Farr Dr, Wilmington, North Carolina, 29617 and date of birth is 10/24/'99. Okay. So we got your phone number, 864-790-1041. Yes. And your email is lilliependergrass36....com. Yes. Yeah. All right. Is that 9 Alice Farr Dr., is that a home or an apartment? It's a house, a home. Okay. And so there's no PO box or anything like that? No. Okay. You want a... did you want a digital copy while you wait on your physical copy? Uh, please. Okay. And is there any way that you can, uh, t- tell me what I'm covered on? So it looks like you only have the MUC Preventative Care Plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. We also have, that comes with- Oh. ... FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with- Okay. ... virtual urgent care appointments. Okay. Uh, does it go... update that or no? Change that? Say that again? Is there any way I could change that? Um, unfortunately... So unfortunately, you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck. Okay. Uh-huh. So at this point, you have to wait until a company open enrollment period or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. Um, all right. Thank you so much. No problem. Um, you say you still wanted... you said you wanted a digital copy as well, correct? Yes, please. All right. Give me one moment. You mind if I put you on mute while I get that for you? Yeah, that's fine. Thank you. I'm going to have to, um, get my own insurance thing going on by myself, but some boy, he's strong. Hello? How are you doing, Ms. Leah? I'm good. How are you? I'm doing good. So I just emailed. Could you confirm that you received it? Um, yes, of course. I did. Thank you. No problem, Ms. Leah. Was there anything else I could help you with today? That's it. Thank you so much. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You as well. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey, Malcolm. Um, I was wondering if I could get a new insurance card made then?

Speaker speaker\_0: What staffing company do you work for?

Speaker speaker\_1: Um, I'm working with, um, Surge.

Speaker speaker\_0: Go ahead.

Speaker speaker\_1: Surge Staffing and ?

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 4958.

Speaker speaker\_0: Is that 4958?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Your first name?

Speaker speaker\_1: Leah Love. My first name's Leah.

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

Speaker speaker\_1: Oh, the address will be 9 Alice Farr Dr, Wilmington, North Carolina, 29617 and date of birth is 10/24/'99.

Speaker speaker\_0: Okay. So we got your phone number, 864-790-1041.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is lilliependergress36....com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Yeah. All right. Is that 9 Alice Farr Dr., is that a home or an apartment?

Speaker speaker\_1: It's a house, a home.

Speaker speaker\_0: Okay. And so there's no PO box or anything like that?

Speaker speaker\_1: No.

Speaker speaker\_0: Okay. You want a... did you want a digital copy while you wait on your physical copy?

Speaker speaker\_1: Uh, please.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And is there any way that you can, uh, t- tell me what I'm covered on?

Speaker speaker\_0: So it looks like you only have the MUC Preventative Care Plan. That's good for, like, wellness checks, physicals, vaccinations, cancer screenings, pap smears and

mammograms for women, any preventative care services. We also have, that comes with-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... FreeRx, which is a virtual pharmacy that gives you access to over 800 generic acute and chronic medications along with-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... virtual urgent care appointments.

Speaker speaker\_1: Okay. Uh, does it go... update that or no? Change that?

Speaker speaker\_0: Say that again?

Speaker speaker\_1: Is there any way I could change that?

Speaker speaker\_0: Um, unfortunately... So unfortunately, you're outside of your personal open enrollment window, which is 30 days from the date you received your first paycheck.

Speaker speaker\_1: Okay. Uh-huh.

Speaker speaker\_0: So at this point, you have to wait until a company open enrollment period or you have to have a qualifying life event, such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker\_1: Okay. Um, all right. Thank you so much.

Speaker speaker\_0: No problem. Um, you say you still wanted... you said you wanted a digital copy as well, correct?

Speaker speaker\_1: Yes, please.

Speaker speaker\_0: All right. Give me one moment. You mind if I put you on mute while I get that for you?

Speaker speaker\_1: Yeah, that's fine.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: I'm going to have to, um, get my own insurance thing going on by myself, but some boy, he's strong. Hello?

Speaker speaker\_0: How are you doing, Ms. Leah?

Speaker speaker\_1: I'm good. How are you?

Speaker speaker\_0: I'm doing good. So I just emailed. Could you confirm that you received it?

Speaker speaker\_1: Um, yes, of course. I did. Thank you.

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

Speaker speaker\_1: That's it. Thank you so much.

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: You as well. Bye-bye.

Speaker speaker\_0: Bye.