

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in the Card, this is Malcolm. How can I help you? Yes, hi. Um, my name is Martha and I'm calling from Partners Personnel at the corporate office. Um, I was, um, reached by one of our local branches that an as- one of our employees, our associates want to enroll but she's hard of hearing, um, and she's not able to call the phone number because she can't, you know, she can't hear. So she was asking if there is another way to enroll for our benefits, um, and I, I've n- I tried her our website that goes to, um, Benefits in a Card, but for some reason it's not working right now. So I was wondering would someone there be able to email her, uh, the link or like, you know, can... I, I'm just trying to find out what's a, a second option for her to enroll. So if she's not able to hear that well, she can get somebody to, she can give us verbal permission for somebody to speak on her behalf and then- Oh, okay. ... we can get go through that process. Oh, okay. We just have to have- Oh, perfect. ... verbal permission on the phone in order for it- Okay. ... to happen. Oh, perfect. I didn't think of that. I was like, oh no, I was thinking maybe if some- if she can email 'cause I, we have the link in our guide that says, you know, click here and when you click on it, it's not... It's, for some reason, it, it's not working. Um, the other I- the, when I did c- um, there's another option in, in the same guide that it says you can register with Benefits in a Card. W- if this, if I have this uh, employee register with Benefits in a Card, would the next option be able to enroll? Or like, w- what is the, w- is, for the register, is that just once you've already enrolled in benefits and then you're able to access the information or, or like, what, what do you recommend? Could she register first? So I wouldn't unfortunately I'm going to make any recommendations. So the way the enrollment process works, so once they pick whatever they want to get enrolled into, it takes one to two weeks for their enrollment process. And then once they see the first deduction from their paycheck and we see it in our system, that following Monday is when their coverage will be active. And their ID card will- Oh. ... take one to two weeks in that date. Oh, I see. Okay. Okay. Uh, well thank you so much. I appreciate the option. Um, so I will reach out to her, well, by email and let them know that, um, as long as they have someone there with them and give the authorization, um, then they're able to enroll that way. Yes, ma'am. Over the phone. Yes. Thank you and your name you said was? Malcolm. Malcolm. Malcolm, thank you so much. Yes, ma'am. I appreciate your help. No problem. Was there anything else that I could help you with today, ma'am? Uh, no, that was it. Thank you. You've been a great help. No problem then Have a good one. ... Benefits in the Card and hope you have a great one as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_2: Yes, hi. Um, my name is Martha and I'm calling from Partners Personnel at the corporate office. Um, I was, um, reached by one of our local branches that an as- one of our employees, our associates want to enroll but she's hard of hearing, um, and she's not able to call the phone number because she can't, you know, she can't hear. So she was asking if there is another way to enroll for our benefits, um, and I, I've n- I tried her our website that goes to, um, Benefits in a Card, but for some reason it's not working right now. So I was wondering would someone there be able to email her, uh, the link or like, you know, can... I, I'm just trying to find out what's a, a second option for her to enroll.

Speaker speaker_1: So if she's not able to hear that well, she can get somebody to, she can give us verbal permission for somebody to speak on her behalf and then-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... we can get

Speaker speaker_3: go through that process.

Speaker speaker_2: Oh, okay.

Speaker speaker_3: We just have to have-

Speaker speaker_2: Oh, perfect.

Speaker speaker_3: ... verbal permission on the phone in order for it-

Speaker speaker_2: Okay.

Speaker speaker_3: ... to happen.

Speaker speaker_2: Oh, perfect. I didn't think of that. I was like, oh no, I was thinking maybe if some- if she can email 'cause I, we have the link in our guide that says, you know, click here and when you click on it, it's not... It's, for some reason, it, it's not working. Um, the other I- the, when I did c- um, there's another option in, in the same guide that it says you can register with Benefits in a Card. W- if this, if I have this uh, employee register with Benefits in a Card, would the next option be able to enroll? Or like, w- what is the, w- is, for the register, is that just once you've already enrolled in benefits and then you're able to access the information or, or like, what, what do you recommend? Could she register first?

Speaker speaker_1: So I wouldn't unfortunately

Speaker speaker_4: I'm going to make any recommendations. So the way the enrollment process works, so once they pick whatever they want to get enrolled into, it takes one to two weeks for their enrollment process. And then once they see the first deduction from their paycheck and we see it in our system, that following Monday is when their coverage will be active. And their ID card will-

Speaker speaker_2: Oh.

Speaker speaker_4: ... take one to two weeks in that date.

Speaker speaker_2: Oh, I see. Okay. Okay. Uh, well thank you so much. I appreciate the option. Um, so I will reach out to her, well, by email and let them know that, um, as long as they have someone there with them and give the authorization, um, then they're able to enroll that way.

Speaker speaker_4: Yes, ma'am. Over the phone.

Speaker speaker_2: Yes. Thank you and your name you said was?

Speaker speaker_4: Malcolm.

Speaker speaker_2: Malcolm. Malcolm, thank you so much.

Speaker speaker_4: Yes, ma'am.

Speaker speaker_2: I appreciate your help.

Speaker speaker_4: No problem. Was there anything else that I could help you with today, ma'am?

Speaker speaker_2: Uh, no, that was it. Thank you. You've been a great help.

Speaker speaker_4: No problem then

Speaker speaker_5: Have a good one.

Speaker speaker_1: ... Benefits in the Card and hope you have a great one as well. Thank you.

Speaker speaker_5: Bye-bye.