

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, yes. I'd like to, um, I guess, re-enroll my benefits. What staffing company do you work for? Oxford. What's the last four of your Social? Uh, last four is, um, 8085. Did you say 8085? Correct. First name? Kathryn. K-A-T-H-R-Y-N. Last name? Sorry. I, I just had some dental work, so sorry. I'm speaking a little off. No, you're fine. I can understand you. 'Kay. What was your I- uh, for security purposes, can you verify your address and date of birth for me? Um, date of birth is 7/14/1980. Address is... I don't know if you have my updated one. It's 166220 North Seventh Street, Apartment 1278. No, ma'am. Okay. Um, oh, um, it was on Bell Road. You can verify... You can verify with your full Social as well. Um. It's right... Oh, uh, 00266 8085. Thank you. So we got a 4722 East Bell Road, Apartment 2044, Phoenix, Arizona? That was my, uh, previous address. All right, so what's your new address? 16220 North Seventh Street, Apartment 1278, Phoenix, Arizona 85022. Yeah. So we got your phone number, 443-366-7415? Correct. And the email is CW-, I mean, kwcoding@gmail.com? Correct. You... So you wanted to get re-enrolled into the same plan that you had before, the Ensure Plus Enhanced, the dental and the vision? Um, yes. And you guys don't have medical, do you? So the Ensure Plus Enhanced is the medical. They do offer you the NBC TeleRx, which includes preventative care, which isn't included in the medical plan. And how much is that? It'll be another \$16.11. So if you added that, that'd be making it \$47.07. Okay, let's do that. All right. Well, y- were you interested in the life insurance or the short-term disability? No. Okay. So with those four plans selected, your total will be \$47.07. Do you authorize your employer to make these deductions? Um, yes. And that starts, um, the 1st of January? Yes, ma'am. Okay. All right. Well, was there anything else I can help you with today, Ms. Williams? Um, nope. So I'll just get new cards probably within a couple weeks, and that's it, right? So you... Yeah, so once your coverage becomes active, your ID cards come one to two weeks from the activation day. Now, if you wanted physical copies of your medical card, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email. Oh, but I can print it out and... Or take a picture of it and... Okay. Yes, ma'am. All right. Thank you. No problem, Ms. Williams. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week. You too. Bye-bye. Thank-

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, yes. I'd like to, um, I guess, re-enroll my benefits.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Oxford.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: Uh, last four is, um, 8085.

Speaker speaker_1: Did you say 8085?

Speaker speaker_2: Correct.

Speaker speaker_1: First name?

Speaker speaker_2: Kathryn. K-A-T-H-R-Y-N.

Speaker speaker_1: Last name?

Speaker speaker_2: Sorry. I, I just had some dental work, so sorry. I'm speaking a little off.

Speaker speaker_1: No, you're fine. I can understand you.

Speaker speaker_2: 'Kay.

Speaker speaker_1: What was your I- uh, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Um, date of birth is 7/14/1980. Address is... I don't know if you have my updated one. It's 166220 North Seventh Street, Apartment 1278.

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Okay. Um, oh, um, it was on Bell Road.

Speaker speaker_1: You can verify... You can verify with your full Social as well.

Speaker speaker_2: Um.

Speaker speaker_1: It's right...

Speaker speaker_2: Oh, uh, 00266 8085.

Speaker speaker_1: Thank you. So we got a 4722 East Bell Road, Apartment 2044, Phoenix, Arizona?

Speaker speaker_2: That was my, uh, previous address.

Speaker speaker_1: All right, so what's your new address?

Speaker speaker_2: 16220 North Seventh Street, Apartment 1278, Phoenix, Arizona 85022.

Speaker speaker_1: Yeah. So we got your phone number, 443-366-7415?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email is CW-, I mean, kwcoding@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: You... So you wanted to get re-enrolled into the same plan that you had before, the Ensure Plus Enhanced, the dental and the vision?

Speaker speaker_2: Um, yes. And you guys don't have medical, do you?

Speaker speaker_1: So the Ensure Plus Enhanced is the medical. They do offer you the NBC TeleRx, which includes preventative care, which isn't included in the medical plan.

Speaker speaker_2: And how much is that?

Speaker speaker_1: It'll be another \$16.11. So if you added that, that'd be making it \$47.07.

Speaker speaker_2: Okay, let's do that.

Speaker speaker_1: All right. Well, y- were you interested in the life insurance or the short-term disability?

Speaker speaker_2: No.

Speaker speaker_1: Okay. So with those four plans selected, your total will be \$47.07. Do you authorize your employer to make these deductions?

Speaker speaker_2: Um, yes. And that starts, um, the 1st of January?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, Ms. Williams?

Speaker speaker_2: Um, nope. So I'll just get new cards probably within a couple weeks, and that's it, right?

Speaker speaker_1: So you... Yeah, so once your coverage becomes active, your ID cards come one to two weeks from the activation day. Now, if you wanted physical copies of your medical card, you have to call and request it once your coverage becomes active. Otherwise, it's only sent via email.

Speaker speaker_2: Oh, but I can print it out and... Or take a picture of it and... Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: No problem, Ms. Williams. If there's nothing else, thanks for calling Benefits in a Card. Hope you have a great rest of your week.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank-