

Transcript: Malcolm

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Full Transcript

... benefits on the card. This is Malcolm. How can I help you? Hey, how you doing? Uh, my name's Marcos Cruz. I had a missed call from you guys. Um, I just, um, enrolled into, um, like, insurance for TRC Staffing. And I believe I d-... I, I might have not put my infrm-... like, my kids' information in there, uh, 'cause I had them for a child, uh, for, like, insurance for them. Okay. What's the last four of your social? Uh, 7369. First name? Marcos, uh, Cruz. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 2301 Buena Vista Circle, Gainesville, Georgia 30504 and, uh, January 15th, 1992. Thank you. So your phone number is 725-1375? Uh, yes, sir. And your email is mcruz151@hotmail.com? That's correct. Thank you. All right. So it looks like you had got enrolled in the VIP Standard when- Uh, yeah. ... you were enrolling your children? Yes. All right. So do you have their socials and date of births and all that information ready? Uh, yeah. Let me... Give me one second. I'm gonna pull it up very quick. Quick. Mm-hmm. Okay. I am ready. Um, I-... It's two, it's two of my kids, so... Hello? Yes, sir. I'm ready whenever you are. Yeah. Okay. Okay, so my first child, um... So it don't matter who, which one I put first? No, sir. Okay, so my oldest, um, is, uh, Vianey, um, Noeli Cruz. So V as in Victor. Mm-hmm. Uh, I-A-N-E-Y. Um, her middle name, uh, Noeli is, uh, N-O-E-L-I. And her last name is Cruz, C-R-U-Z. Okay. And social? Um, her social's 74790-6227. You s-... You said 74790-6227? Yes, sir. And, and the date of birth? Um, it's April 25th, uh, 2000... Oh, hold on. Give me one second. Just make sure it's correct. Um. You say April 25th? Uh, yeah. April 25th, 2000, um, 13. 2013, sorry. That's fine. I'm ready for the next one. Um. Is it a male or female? Hold on. Female. 2013. Yeah. Okay. Um, and then my youngest is, um, Ca-... Uh, Camila. Um, C-A-M-I-L-A. C-A-M-I-L-A? Yes. Um, her middle name is Eliana. E-L-I-A-N-A. Cruz? And then h-... Yeah, Cruz. C-R-U-Z. Okay. Ready for the social. Um, it's 853-71-8292. You said 853-71-8292? Yes. Correct. And the date of birth? Uh, hers is January 11th, 2000, uh, 16. 2016. Yeah, 2016. And, uh, I wanted... So I think I'd... I filled that, um, like, I filled it out wrong. I think I was supposed to... I didn't... I don't know if I put any dental or vision. I wanted vision and dental, like, program as well. So you wanted dental and vision as well? Yes, sorry. I'm... I feel... I was looking at it again and I was like, "Yeah, I didn't even fill it out right." Um. That's fine. So I got that added for you. Okay. So how much would that be? Like, how much would that take off of my, uh... So weekly it would be \$41.57. 1.57. All right. Mm-hmm. And that covers, um, medical, dental, vision for all three of us, right? Yes, sir. Um, okay. Perfect. All right. That'll be all. Is there anything else I can help you with today, Mr. Cruz? Um, no, that's all. If there's any kind of... Like, when does this, um... When will this take, take effect? Like, when, um- So the enrollment process takes one to two weeks from whatever date you get enrolled. Once you see that first deduction from your paycheck and we see it in our system, that following Monday when your coverage will become active. Your ID cards will ship one to two weeks from the activation date. Oh, okay. Okay. Um, but

anything... Like, they're covered, they're covered as soon as it gets deducted from my check, right? Yes, sir. So. Uh, no. The following- Okay. ... Monday is when the coverage will start. And once you see... You'll see the first deduction before your coverage is active, and your coverage will come after the following Monday. Okay. All right. Awesome, awesome. Okay. Um, yeah. Uh, all right. I think that's all. Yeah. So I do want to let you know that with your medical card, if you wanted a physical copy, you have to call and request it once the coverage becomes active. Otherwise, it can only sent via email. Via email? Okay. Yeah. I'll look for that email, but, uh, do you have a number that I could call? Um. It'll be... Call for what exactly? Uh, if you said, uh, if I wanted a, a physical copy. It would... It was this same number right here that you just called. Oh, this same number? Okay. Mm-hmm. All right. Awesome. That's perfect. All right. Well, is there- All right. Thank you. ... anything else I can help you with, Mr. Cruz? Uh, that was... That's all. That's all, really . Thank you so much. No problem. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. All right. Thank you. You too. Thank you. All right. Bye.

Conversation Format

Speaker speaker_0: ... benefits on the card. This is Malcolm. How can I help you?

Speaker speaker_1: Hey, how you doing? Uh, my name's Marcos Cruz. I had a missed call from you guys. Um, I just, um, enrolled into, um, like, insurance for TRC Staffing. And I believe I d-... I, I might have not put my infrm-... like, my kids' information in there, uh, 'cause I had them for a child, uh, for, like, insurance for them.

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

Speaker speaker_1: Uh, 7369.

Speaker speaker_0: First name?

Speaker speaker_1: Marcos, uh, Cruz.

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

Speaker speaker_1: Uh, 2301 Buena Vista Circle, Gainesville, Georgia 30504 and, uh, January 15th, 1992.

Speaker speaker_0: Thank you. So your phone number is 725-1375?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_0: And your email is mcruz151@hotmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Thank you. All right. So it looks like you had got enrolled in the VIP Standard when-

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: ... you were enrolling your children?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So do you have their socials and date of births and all that information ready?

Speaker speaker_1: Uh, yeah. Let me... Give me one second. I'm gonna pull it up very quick. Quick.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. I am ready. Um, I-... It's two, it's two of my kids, so... Hello?

Speaker speaker_0: Yes, sir. I'm ready whenever you are.

Speaker speaker_1: Yeah. Okay. Okay, so my first child, um... So it don't matter who, which one I put first?

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay, so my oldest, um, is, uh, Vianey, um, Noeli Cruz. So V as in Victor.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, I-A-N-E-Y. Um, her middle name, uh, Noeli is, uh, N-O-E-L-I. And her last name is Cruz, C-R-U-Z.

Speaker speaker_0: Okay. And social?

Speaker speaker_1: Um, her social's 74790-6227.

Speaker speaker_0: You s-... You said 74790-6227?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And, and the date of birth?

Speaker speaker_1: Um, it's April 25th, uh, 2000... Oh, hold on. Give me one second. Just make sure it's correct. Um.

Speaker speaker_0: You say April 25th?

Speaker speaker_1: Uh, yeah. April 25th, 2000, um, 13. 2013, sorry.

Speaker speaker_0: That's fine. I'm ready for the next one.

Speaker speaker_1: Um.

Speaker speaker_0: Is it a male or female?

Speaker speaker_1: Hold on. Female. 2013. Yeah. Okay. Um, and then my youngest is, um, Ca-... Uh, Camila. Um, C-A-M-I-L-A.

Speaker speaker_0: C-A-M-I-L-A?

Speaker speaker_1: Yes. Um, her middle name is Eliana. E-L-I-A-N-A.

Speaker speaker_0: Cruz?

Speaker speaker_1: And then h-... Yeah, Cruz. C-R-U-Z.

Speaker speaker_0: Okay. Ready for the social.

Speaker speaker_1: Um, it's 853-71-8292.

Speaker speaker_0: You said 853-71-8292?

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: Uh, hers is January 11th, 2000, uh, 16. 2016. Yeah, 2016. And, uh, I wanted... So I think I'd... I filled that, um, like, I filled it out wrong. I think I was supposed to... I didn't... I don't know if I put any dental or vision. I wanted vision and dental, like, program as well.

Speaker speaker_0: So you wanted dental and vision as well?

Speaker speaker_1: Yes, sorry. I'm... I feel... I was looking at it again and I was like, "Yeah, I didn't even fill it out right." Um.

Speaker speaker_0: That's fine. So I got that added for you.

Speaker speaker_1: Okay. So how much would that be? Like, how much would that take off of my, uh...

Speaker speaker_0: So weekly it would be \$41.57.

Speaker speaker_1: 1.57. All right.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And that covers, um, medical, dental, vision for all three of us, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Um, okay. Perfect.

Speaker speaker_0: All right.

Speaker speaker_1: That'll be all.

Speaker speaker_0: Is there anything else I can help you with today, Mr. Cruz?

Speaker speaker_1: Um, no, that's all. If there's any kind of... Like, when does this, um... When will this take, take effect? Like, when, um-

Speaker speaker_0: So the enrollment process takes one to two weeks from whatever date you get enrolled. Once you see that first deduction from your paycheck and we see it in our system, that following Monday when your coverage will become active. Your ID cards will ship one to two weeks from the activation date.

Speaker speaker_1: Oh, okay. Okay. Um, but anything... Like, they're covered, they're covered as soon as it gets deducted from my check, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: So.

Speaker speaker_0: Uh, no. The following-

Speaker speaker_1: Okay.

Speaker speaker_0: ... Monday is when the coverage will start. And once you see... You'll see the first deduction before your coverage is active, and your coverage will come after the following Monday.

Speaker speaker_1: Okay. All right. Awesome, awesome. Okay. Um, yeah. Uh, all right. I think that's all. Yeah.

Speaker speaker_0: So I do want to let you know that with your medical card, if you wanted a physical copy, you have to call and request it once the coverage becomes active. Otherwise, it can only sent via email.

Speaker speaker_1: Via email? Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: I'll look for that email, but, uh, do you have a number that I could call? Um.

Speaker speaker_0: It'll be... Call for what exactly?

Speaker speaker_1: Uh, if you said, uh, if I wanted a, a physical copy.

Speaker speaker_0: It would... It was this same number right here that you just called.

Speaker speaker_1: Oh, this same number? Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. Awesome. That's perfect.

Speaker speaker_0: All right. Well, is there-

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: ... anything else I can help you with, Mr. Cruz?

Speaker speaker_1: Uh, that was... That's all. That's all, really . Thank you so much.

Speaker speaker_0: No problem. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

Speaker speaker_1: All right. Thank you. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right. Bye.