

Transcript: Malcolm

Nash-6564438121332736-4692362271866880

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? Yes, good afternoon, Malcolm. Uh, I was just calling to see if I could enroll in benefits, uh, program. What staffing company do you work for? I, uh, work, um... Uh, staff company is Terra. Uh, company is GSO Logistics. What's the last four of your Social? 3172. First name? Kenneth. Last name? Otieno. O-T-I-E-N-O. All right. For security purposes, can you verify your date of birth for me? Sure. Uh, born April 3rd, 1981. Can you say that one more time, sir? Sure. Uh, April 3rd, 1981. And then your address, and city, state, zip code? Oh. 650 Southwest Meadow Drive, number u- uh, unit 205. That's Beaverton, Oregon 97006. Thank you. So we got your phone number, 503-809-86949. Perfect. And your email is kennel... kennethos@icloud.com? Yes, sir. Okay. What type of coverage do we want to get enrolled into? Um, I want to get, um, the main type. That's Be Healthy, um, uh, for the bo- both employer and a child. I'd also like to include the VIP Standard bun- uh, bundle for employer, uh, and child... I'm sorry, employee and child. Mm-hmm. Uh, short-term disability. Mm-hmm. Uh, dental for employer and chi- employee and child. Mm-hmm. And, uh, vision for employee and child. All right, so you want the NEC, TeleRx, the vision, short-term disability, dental and the VIP Standard? Yes, sir. Uh, for employee and child, yes. With all those selected, your total will be \$75.68. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, sir. Okay. Sir, are you aware that this coverage won't become active until... couple, in a couple weeks? Uh, yes. All right. So I do need you to- And, um, would... Go ahead. Oh, sorry. Um, so when you say a couple weeks, would that mean, like, maybe next year, like January or? One to two weeks. Typically it takes- Oh. ... one to two weeks for the enrollment process. Perfect. Okay. All right. So I need... I will need your child's first name, last name, Social Security, and date of birth, and how many children. Uh, one child. Uh, I need to go grab her Social Security card, if you could bear with me. Yes, sir. Mom, where, where's Evie's, uh, Social Security card? Yeah? Her Social Card? Okay, sure. Yeah. This one? Okay. Uh... Get your phone. Here. Oh, okay. Perfect. All right. All right. So, um, my child's... uh, my daughter's name is Evelyn. E-V-E-L-Y-N. And then, um, middle name... I'm sorry, last name is Otieno-Scaisin. So O-T-I-E-N-O dash S-C-A-I-S-O-N. And her number is 1-888-985-739. Oh, you said 1-88-98-5739? It's, uh, 1-88-98-5739. Yes. Okay. And your... her last name is yours dash S-E-A-I-S-O-N? Uh, S-C-A-I-S-O-N. That's C as in Charlie, A-I-S-O-N, Scaisin. Wait, so spell it one more time. Sure thing. Um, S as in sh- uh, Sherry, C as in Charlie, A as in Apple, I as in Indigo. Okay, so it's... You spell it from the beginning, sir. Sure thing. Uh, oh, uh, Evelyn. E-V-E-L-Y-N. And then the last name is Otieno- I'm going to have that name, the last... the second last name. Okay. S-C, A as in Apple, I as in Insect, S as in Sam, O as in Orange, N as in Nancy. Thank you. And date of birth? Uh, uh, 10/08/11... um, oh, oh, sorry. Uh, October

8th, 2011. Oh my goodness. Yeah, uh, it, it, it can't stop that. Your... tell me your information one more time, sir. I'm sorry. Uh, yeah, she was born, um, uh, October 8th, 2011. And the Social Security again? It, it, it's got all the information. Oh, mine? No, the... when I was putting the information, it didn't save all of it, and I had to put it in again. All right, her number is 1-88-98-5739. Yeah. And then last name one more time? Otieno-Scaisin. O-T-I-E-N-O dash S-C-A-I-S-O-N. You said S-C-A-I-O-N? S as in Sam, C as in Charlie, A as in Apple, I as in Indigo, S as in Sam, O as in Orange, N as in Nancy. Scaisin. And the first- First name is E-V-E-L-Y-N? Yes, sir. Yeah. All right. Got it saved this time. All right. So the enrollment process does take one to two weeks. I want you to see that first deduction from your paycheck and we speed an system that following Monday is when your coverage will become active. And your ID cards will say one to two weeks from the activation date. Okay. Perfect. All right. Well, is there anything else I can help you with today, mister? You can- Uh, no, that... that's... uh, that's it. Perfect. All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you. Thank you. Yeah.

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: Yes, good afternoon, Malcolm. Uh, I was just calling to see if I could enroll in benefits, uh, program.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: I, uh, work, um... Uh, staff company is Terra. Uh, company is GSO Logistics.

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

Speaker speaker_2: 3172.

Speaker speaker_1: First name?

Speaker speaker_2: Kenneth.

Speaker speaker_1: Last name?

Speaker speaker_2: Otieno. O-T-I-E-N-O.

Speaker speaker_1: All right. For security purposes, can you verify your date of birth for me?

Speaker speaker_2: Sure. Uh, born April 3rd, 1981.

Speaker speaker_1: Can you say that one more time, sir?

Speaker speaker_2: Sure. Uh, April 3rd, 1981.

Speaker speaker_1: And then your address, and city, state, zip code?

Speaker speaker_2: Oh. 650 Southwest Meadow Drive, number u- uh, unit 205. That's Beaverton, Oregon 97006.

Speaker speaker_1: Thank you. So we got your phone number, 503-809-86949.

Speaker speaker_2: Perfect.

Speaker speaker_1: And your email is kennel... kennethos@icloud.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. What type of coverage do we want to get enrolled into?

Speaker speaker_2: Um, I want to get, um, the main type. That's Be Healthy, um, uh, for the bo- both employer and a child. I'd also like to include the VIP Standard bun- uh, bundle for employer, uh, and child... I'm sorry, employee and child.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, short-term disability.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Uh, dental for employer and chi- employee and child.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: And, uh, vision for employee and child.

Speaker speaker_1: All right, so you want the NEC, TeleRx, the vision, short-term disability, dental and the VIP Standard?

Speaker speaker_2: Yes, sir. Uh, for employee and child, yes.

Speaker speaker_1: With all those selected, your total will be \$75.68. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Sir, are you aware that this coverage won't become active until... couple, in a couple weeks?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: All right. So I do need you to-

Speaker speaker_2: And, um, would...

Speaker speaker_1: Go ahead.

Speaker speaker_2: Oh, sorry. Um, so when you say a couple weeks, would that mean, like, maybe next year, like January or?

Speaker speaker_1: One to two weeks. Typically it takes-

Speaker speaker_2: Oh.

Speaker speaker_1: ... one to two weeks for the enrollment process.

Speaker speaker_2: Perfect. Okay.

Speaker speaker_1: All right. So I need... I will need your child's first name, last name, Social Security, and date of birth, and how many children.

Speaker speaker_2: Uh, one child. Uh, I need to go grab her Social Security card, if you could bear with me.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Mom, where, where's Evie's, uh, Social Security card?

Speaker speaker_3: Yeah?

Speaker speaker_2: Her Social Card?

Speaker speaker_3: Okay, sure.

Speaker speaker_4: Yeah.

Speaker speaker_2: This one? Okay. Uh...

Speaker speaker_3: Get your phone.

Speaker speaker_4: Here.

Speaker speaker_2: Oh, okay. Perfect. All right. All right. So, um, my child's... uh, my daughter's name is Evelyn. E-V-E-L-Y-N. And then, um, middle name... I'm sorry, last name is Otieno-Scaisin. So O-T-I-E-N-O dash S-C-A-I-S-O-N. And her number is 1-888-985-739.

Speaker speaker_1: Oh, you said 1-88-98-5739?

Speaker speaker_2: It's, uh, 1-88-98-5739. Yes.

Speaker speaker_1: Okay. And your... her last name is yours dash S-E-A-I-S-O-N?

Speaker speaker_2: Uh, S-C-A-I-S-O-N. That's C as in Charlie, A-I-S-O-N, Scaisin.

Speaker speaker_1: Wait, so spell it one more time.

Speaker speaker_2: Sure thing. Um, S as in sh- uh, Sherry, C as in Charlie, A as in Apple, I as in Indigo.

Speaker speaker_1: Okay, so it's... You spell it from the beginning, sir.

Speaker speaker_2: Sure thing. Uh, oh, uh, Evelyn. E-V-E-L-Y-N. And then the last name is Otieno-

Speaker speaker_1: I'm going to have that name, the last... the second last name.

Speaker speaker_2: Okay. S-C, A as in Apple, I as in Insect, S as in Sam, O as in Orange, N as in Nancy.

Speaker speaker_1: Thank you. And date of birth?

Speaker speaker_2: Uh, uh, 10/08/11... um, oh, oh, sorry. Uh, October 8th, 2011.

Speaker speaker_1: Oh my goodness. Yeah, uh, it, it, it can't stop that. Your... tell me your information one more time, sir. I'm sorry.

Speaker speaker_2: Uh, yeah, she was born, um, uh, October 8th, 2011.

Speaker speaker_1: And the Social Security again? It, it, it's got all the information.

Speaker speaker_2: Oh, mine?

Speaker speaker_1: No, the... when I was putting the information, it didn't save all of it, and I had to put it in again.

Speaker speaker_2: All right, her number is 1-88-98-5739.

Speaker speaker_1: Yeah. And then last name one more time?

Speaker speaker_2: Otieno-Scaisin. O-T-I-E-N-O dash S-C-A-I-S-O-N.

Speaker speaker_1: You said S-C-A-I-O-N?

Speaker speaker_2: S as in Sam, C as in Charlie, A as in Apple, I as in Indigo, S as in Sam, O as in Orange, N as in Nancy. Scaisin.

Speaker speaker_1: And the first-

Speaker speaker_2: First name is E-V-E-L-Y-N? Yes, sir.

Speaker speaker_1: Yeah. All right. Got it saved this time. All right. So the enrollment process does take one to two weeks. I want you to see that first deduction from your paycheck and we speed an system that following Monday is when your coverage will become active. And your ID cards will say one to two weeks from the activation date.

Speaker speaker_2: Okay. Perfect.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, mister? You can-

Speaker speaker_2: Uh, no, that... that's... uh, that's it. Perfect.

Speaker speaker_1: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Yeah.