

Transcript: Malcolm

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Full Transcript

It's from Benefits for the Acquired. This is Malcolm, how can I help you? Hey. Hello? Hello. Yes, sir, how can I help you? Uh, I was calling, um, to get some insurance. What staffing company do you work for? Serge. What's the last four of your Social? 8567. First name? Marlon. Last name? Simpson. And for security purposes, can you verify your address and date of birth for me? Uh, my date of birth, 2/20/85. Uh, my address, 4736 Manningham Road. Thank you. So your phone number, 334-662-9597. Yeah, that's correct. They're supposed to have left a note in the, in the file about, uh, or a quote I had got, a family plan. Yes, sir. So I tried to- Hi. ... call you on the 13th, and you, you never called back. Yeah. I, I, I thought we were at work, but they told me, um, when was the last day? The 17th to do it? Yes. Right, so- Okay. You, you do, you do want to change it back to family and employee plus family? Uh-huh. All right, so I'm going to need your dependent's information. Last time we spoke, you said your spouse would call back to give the information, but she never called back. Yeah, yeah. She, yeah, she called back, but they wouldn't let her do it because they said she will, um, I had, I had to do it. That what they told her. But she on the phone right now, though. Hello? Yes, ma'am. How you doing today? Yes, all right. How are you? I'm doing good. I see you're wanting to get enrolled in a dental, vision and medical for you and your family. Yes. All right. So whenever you... So I do want to let you know that the pro- the enrollment for employee only has been sent in and is already being processed, so it is possible to see deductions with just you for the first time. But after one to two weeks, you should see the new changes in the system. Okay. Right, so whenever you're ready, I'll take the spouse's information and then the children. Oh. Okay. Hello? Yes, sir. Whenever you're ready. Uh, what you need? Just, I need first name, last name, Social Security, and date of birth for the spouse and the children. Okay. Okay. Brittany, B-R-I-T-T-A-N-Y. Boggan, B-O-G-G-A-N. Can you say it, spell it one more time for me? B-R-I-T-T-A-N-Y B-O-G-G-A-N. All right. And Social? 420-25-3065. Again, 420-25-3065? Uh-huh. And date of birth? 4/4/86. And how many children is there? Um, one. All right. I'm ready for the... Is it male or female? Male. All right. I'm getting your information. Oh, you say it again. Your informa- information? Okay. All right. Marlon Simpson, Junior. And Social? Uh, dang, I don't know his Social by heart. Uh, let me see. Hold on. If you don't have it right now, you can always call back and add it. Is there any kind of way I can give you his, his Social Security number later on? Yes, sir. I was just saying if you don't have it right now, you can call back and add it later. You are- Okay, okay. Date of birth? I'll get back to you, but, uh, November 27th '07. All right. I got that updated in the system. Hang up. All right, I got that in the system. As I was saying before, they did already send it in for employee only. It is possible so you have to add it up to see the new changes one to two weeks for the employee family. Hello? Yes, sir. He, he tryina say they already sent it in for employee only. He say you will see the changes in one to two weeks. Okay, uh, what...

So what's, what's the page? Say that again, sir. Uh, how much is the amount a week for the family? So for you and the family it will be \$76.29. Okay, uh, what about the, the pharmacy and the, and the co-pay and stuff, how much is it? So there's no co-pays on the medical because this isn't major medical. They're all limited benefits plans, what that means is the doctor and the member sends the claim to the insurance carrier and the carrier pays towards the claim up to that dollar amount. And depending on the services rendered and the coverage, the remainder of that claim will be your responsibility. Oh, okay. What about... Okay. So... So which, which plan this is? So that's the VI... You have the dental, the vision and the VIP classic. That's the medical, dental and vision. And that's the highest medical plan that they have to offer you, the VIP classic. Okay. And so with the dental and v- uh, vision, do you... Is it, is it a co-pay with, with that or would that be with him? With the dental there's a \$50 deductible per person. Okay. What about vision? Give me one moment. I can send you the benefits guide as well so you can have this information for yourself. Um... Okay. Hey, babe, give me your number so you get that, that guide. So yeah, looks like it's a \$10 co-pay for an eye exam, \$25 co-pay for lens and frames and then there's a \$130 frame allowance. Okay. And I'm gonna send that benefits guide to themarlonsept1985@gmail.com. Uh-oh. My, my email, that... Can, can you send that to my email? See if you get it please. It's, uh, Bogan, B-O-G-B-A-N- One moment please, ma'am. 93- All right, I'm ready. It's abogan.bog- Hold on, one moment. ...bogdan.britney1986@yahoo.com. He can't hear us without it, Noah. Hello? You said, you said last name, first name? Use your phone. Last name, first name. It's, it's last name dot Bri- uh, Britney. Mm-hmm. That's correct. 1986@yahoo. You said bogdan.britney1986@yahoo.com? Uh-huh. Wait up. Save that number. All right, I just sent that to the email. Can you confirm that you received it? Sorry. I said I just sent that to the email. Can you confirm that you received it? Yeah, he has one. Oh, let me just... Yas, you shoulda done the video. I did that stuff. You see it? I don't think so. Oh, I did. I did. I did. But yeah. 12, 1261. You did the same thing. Yeah. My phone was on. Hello? Could you mute your phone? Uh-huh. So, uh, six, seven, eight- But I'm trying to get something to eat. I'm, I'm trying to have this on, on my lunch break. I don't have that much time. Okay, he talking to me, he can't hardly hear you because of your phone. Okay, I got, I received the, um, the information I ordered. You got it. Okay, so was there anything else that I could help you out with today? No, I think that was all. All right, there's nothing else. Thanks for calling Benefits in a Cart. I hope y'all have a great week. Yeah. Okay, all right. Thank you, sir. No problem. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: It's from Benefits for the Acquired. This is Malcolm, how can I help you?

Speaker speaker_1: Hey. Hello?

Speaker speaker_0: Hello. Yes, sir, how can I help you?

Speaker speaker_1: Uh, I was calling, um, to get some insurance.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 8567.

Speaker speaker_0: First name?

Speaker speaker_1: Marlon.

Speaker speaker_0: Last name?

Speaker speaker_1: Simpson.

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

Speaker speaker_1: Uh, my date of birth, 2/20/85. Uh, my address, 4736 Manningham Road.

Speaker speaker_0: Thank you. So your phone number, 334-662-9597.

Speaker speaker_1: Yeah, that's correct. They're supposed to have left a note in the, in the file about, uh, or a quote I had got, a family plan.

Speaker speaker_0: Yes, sir. So I tried to-

Speaker speaker_1: Hi.

Speaker speaker_0: ... call you on the 13th, and you, you never called back.

Speaker speaker_1: Yeah. I, I, I thought we were at work, but they told me, um, when was the last day? The 17th to do it?

Speaker speaker_0: Yes. Right, so-

Speaker speaker_1: Okay.

Speaker speaker_0: You, you do, you do want to change it back to family and employee plus family?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: All right, so I'm going to need your dependent's information. Last time we spoke, you said your spouse would call back to give the information, but she never called back.

Speaker speaker_1: Yeah, yeah. She, yeah, she called back, but they wouldn't let her do it because they said she will, um, I had, I had to do it. That what they told her. But she on the phone right now, though.

Speaker speaker_2: Hello?

Speaker speaker_0: Yes, ma'am. How you doing today?

Speaker speaker_2: Yes, all right. How are you?

Speaker speaker_0: I'm doing good. I see you're wanting to get enrolled in a dental, vision and medical for you and your family.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So whenever you... So I do want to let you know that the pro-the enrollment for employee only has been sent in and is already being processed, so it is possible to see deductions with just you for the first time. But after one to two weeks, you should see the new changes in the system.

Speaker speaker_1: Okay.

Speaker speaker_0: Right, so whenever you're ready, I'll take the spouse's information and then the children.

Speaker speaker_1: Oh.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. Whenever you're ready.

Speaker speaker_1: Uh, what you need?

Speaker speaker_0: Just, I need first name, last name, Social Security, and date of birth for the spouse and the children.

Speaker speaker_1: Okay. Okay.

Speaker speaker_2: Brittany, B-R-I-T-T-A-N-Y. Boggan, B-O-G-G-A-N.

Speaker speaker_0: Can you say it, spell it one more time for me?

Speaker speaker_2: B-R-I-T-T-A-N-Y B-O-G-G-A-N.

Speaker speaker_0: All right. And Social?

Speaker speaker_2: 420-25-3065.

Speaker speaker_0: Again, 420-25-3065?

Speaker speaker_2: Uh-huh.

Speaker speaker_0: And date of birth?

Speaker speaker_2: 4/4/'86.

Speaker speaker_0: And how many children is there?

Speaker speaker_2: Um, one.

Speaker speaker_0: All right. I'm ready for the... Is it male or female?

Speaker speaker_1: Male.

Speaker speaker_0: All right. I'm getting your information.

Speaker speaker_1: Oh, you say it again. Your informa- information?

Speaker speaker_0: Okay.

Speaker speaker_1: All right. Marlon Simpson, Junior.

Speaker speaker_0: And Social?

Speaker speaker_1: Uh, dang, I don't know his Social by heart. Uh, let me see. Hold on.

Speaker speaker_0: If you don't have it right now, you can always call back and add it.

Speaker speaker_1: Is there any kind of way I can give you his, his Social Security number later on?

Speaker speaker_0: Yes, sir. I was just saying if you don't have it right now, you can call back and add it later.

Speaker speaker_2: You are-

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Date of birth?

Speaker speaker_1: I'll get back to you, but, uh, November 27th '07.

Speaker speaker_0: All right. I got that updated in the system.

Speaker speaker_2: Hang up.

Speaker speaker_0: All right, I got that in the system. As I was saying before, they did already send it in for employee only. It is possible so you have to add it up to see the new changes one to two weeks for the employee family.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_3: He, he tryina say they already sent it in for employee only. He say you will see the changes in one to two weeks.

Speaker speaker_1: Okay, uh, what... So what's, what's the page?

Speaker speaker_0: Say that again, sir.

Speaker speaker_1: Uh, how much is the amount a week for the family?

Speaker speaker_0: So for you and the family it will be \$76.29.

Speaker speaker_1: Okay, uh, what about the, the pharmacy and the, and the co-pay and stuff, how much is it?

Speaker speaker_0: So there's no co-pays on the medical because this isn't major medical. They're all limited benefits plans, what that means is the doctor and the member sends the claim to the insurance carrier and the carrier pays towards the claim up to that dollar amount. And depending on the services rendered and the coverage, the remainder of that claim will be your responsibility.

Speaker speaker_1: Oh, okay. What about... Okay. So... So which, which plan this is?

Speaker speaker_0: So that's the VI... You have the dental, the vision and the VIP classic. That's the medical, dental and vision. And that's the highest medical plan that they have to offer you, the VIP classic.

Speaker speaker_1: Okay. And so with the dental and v- uh, vision, do you... Is it, is it a co-pay with, with that or would that be with him?

Speaker speaker_0: With the dental there's a \$50 deductible per person.

Speaker speaker_1: Okay. What about vision?

Speaker speaker_0: Give me one moment. I can send you the benefits guide as well so you can have this information for yourself. Um...

Speaker speaker_1: Okay. Hey, babe, give me your number so you get that, that guide.

Speaker speaker_0: So yeah, looks like it's a \$10 co-pay for an eye exam, \$25 co-pay for lens and frames and then there's a \$130 frame allowance.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'm gonna send that benefits guide to themarlonsept1985@gmail.com.

Speaker speaker_1: Uh-oh. My, my email, that... Can, can you send that to my email? See if you get it please.

Speaker speaker_3: It's, uh, Bogan, B-O-G-B-A-N-

Speaker speaker_0: One moment please, ma'am.

Speaker speaker_3: 93-

Speaker speaker_0: All right, I'm ready.

Speaker speaker_3: It's abogan.bog-

Speaker speaker_0: Hold on, one moment.

Speaker speaker_3: ...bogdan.britney1986@yahoo.com. He can't hear us without it, Noah.

Speaker speaker_0: Hello?

Speaker speaker_3: You said, you said last name, first name?

Speaker speaker_4: Use your phone. Last name, first name. It's, it's last name dot Bri- uh, Britney.

Speaker speaker_0: Mm-hmm. That's correct.

Speaker speaker_3: 1986@yahoo.

Speaker speaker_0: You said bogan.britney1986@yahoo.com?

Speaker speaker_3: Uh-huh.

Speaker speaker_5: Wait up. Save that number.

Speaker speaker_0: All right, I just sent that to the email. Can you confirm that you received it?

Speaker speaker_3: Sorry.

Speaker speaker_0: I said I just sent that to the email. Can you confirm that you received it?

Speaker speaker_3: Yeah, he has one.

Speaker speaker_1: Oh, let me just...

Speaker speaker_6: Yas, you shoulda done the video.

Speaker speaker_5: I did that stuff.

Speaker speaker_6: You see it?

Speaker speaker_5: I don't think so.

Speaker speaker_6: Oh, I did. I did. I did. But yeah. 12, 1261.

Speaker speaker_4: You did the same thing.

Speaker speaker_5: Yeah. My phone was on.

Speaker speaker_1: Hello?

Speaker speaker_3: Could you mute your phone?

Speaker speaker_1: Uh-huh.

Speaker speaker_3: So, uh, six, seven, eight-

Speaker speaker_1: But I'm trying to get something to eat. I'm, I'm trying to have this on, on my lunch break. I don't have that much time.

Speaker speaker_3: Okay, he talking to me, he can't hardly hear you because of your phone.

Speaker speaker_4: Okay, I got, I received the, um, the information I ordered.

Speaker speaker_0: You got it. Okay, so was there anything else that I could help you out with today?

Speaker speaker_4: No, I think that was all.

Speaker speaker_0: All right, there's nothing else. Thanks for calling Benefits in a Cart. I hope y'all have a great week. Yeah.

Speaker speaker_4: Okay, all right. Thank you, sir.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_4: Bye-bye.

Speaker speaker_0: Bye.