

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Car. This is Malcolm. How can I help you? Hi. I was calling because this is the number I was given to get, um, insurance through my job. All right. What staffing company do you work for? I'm sorry. Wha- I, I, I didn't hear what you said. What staffing company do you work for? Um, Surge Staffing. The last four you have here? Um, 7596. Your first name? Kelsi. K-E-L-S-I. K-E-L-S-I? Yes. Last name? Taylor. Did you say Taylor? Yes. All right. For security purposes, can you verify your address and date of birth for me? It's 3176 Cabin Road, Riva, Virginia, 22735. And you asked for my birthday? Yes, ma'am. It's 9/15/97. Thank you. All right. And what type of... Can we get your phone number, 540-423-46- uh, 4615? Yes. And your email is kTaylor_97@yahoo.com? Yes. All right. What type of coverage were you looking to get enrolled into? Um... I don't know. Um, they didn't really let me look at anything. Would you like me to send you a benefits guide before you get enrolled? Yeah, that's fine. Excellent. You do have 30 days from the date you receive your first paycheck to get enrolled in coverage. Okay. Um, but I have to call to do it? I can't do it online, right? You can do it online. You can go to mybiac.com/surgestaffing. Okay. Can you repeat that so I can write it down? Yeah, ma'am, whenever you're ready. I'm ready. So it's my, B as in boy, I as in igloo, A as in apple, C as in Charlie.com/surgestaffing. Okay. Okay, I appreciate it. No problem. And we'll go... You mind if I put you on brief hold while I get that benefits guide to you? Yeah. If, if you could send that to me, that would be great. Yeah. I'ma put you on brief hold while I send it to you. Okay, thank you. Mm-hmm. Hey, are you there, Ms. Kelsi? Let me see if I got it. Um... Okay, I got it. Thank you. No problem. Is there anything I can help? I think that's it. Thanks. You have a good day. And so just so you know, we are open 8:00 to 3:00 Eastern Time, Monday through Friday. Okay, thank you. No problem. You have a great weekend, Ms. Taylor. You too. Bye-bye. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Car. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. I was calling because this is the number I was given to get, um, insurance through my job.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: I'm sorry. Wha- I, I, I didn't hear what you said.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, Surge Staffing.

Speaker speaker_0: The last four you have here?

Speaker speaker_1: Um, 7596.

Speaker speaker_0: Your first name?

Speaker speaker_1: Kelsi. K-E-L-S-I.

Speaker speaker_0: K-E-L-S-I?

Speaker speaker_1: Yes.

Speaker speaker_0: Last name?

Speaker speaker_1: Taylor.

Speaker speaker_0: Did you say Taylor?

Speaker speaker_1: Yes.

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

Speaker speaker_1: It's 3176 Cabin Road, Riva, Virginia, 22735. And you asked for my birthday?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: It's 9/15/97.

Speaker speaker_0: Thank you. All right. And what type of... Can we get your phone number, 540-423-46- uh, 4615?

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is kTaylor_97@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What type of coverage were you looking to get enrolled into?

Speaker speaker_1: Um... I don't know. Um, they didn't really let me look at anything.

Speaker speaker_0: Would you like me to send you a benefits guide before you get enrolled?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Excellent. You do have 30 days from the date you receive your first paycheck to get enrolled in coverage.

Speaker speaker_1: Okay. Um, but I have to call to do it? I can't do it online, right?

Speaker speaker_0: You can do it online. You can go to mybiac.com/surgestaffing.

Speaker speaker_1: Okay. Can you repeat that so I can write it down?

Speaker speaker_0: Yeah, ma'am, whenever you're ready.

Speaker speaker_1: I'm ready.

Speaker speaker_0: So it's my, B as in boy, I as in igloo, A as in apple, C as in Charlie.com/surgestaffing.

Speaker speaker_1: Okay. Okay, I appreciate it.

Speaker speaker_0: No problem. And we'll go... You mind if I put you on brief hold while I get that benefits guide to you?

Speaker speaker_1: Yeah. If, if you could send that to me, that would be great.

Speaker speaker_0: Yeah. I'ma put you on brief hold while I send it to you.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Mm-hmm. Hey, are you there, Ms. Kelsi?

Speaker speaker_1: Let me see if I got it. Um... Okay, I got it. Thank you.

Speaker speaker_0: No problem. Is there anything I can help?

Speaker speaker_1: I think that's it.

Speaker speaker_0: Thanks.

Speaker speaker_1: You have a good day.

Speaker speaker_0: And so just so you know, we are open 8:00 to 3:00 Eastern Time, Monday through Friday.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. You have a great weekend, Ms. Taylor.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Thank you. Bye.