

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? Yes, this is Mary Butler. I were calling about my enrollment. What staffing company do you work for? Sorry? What staffing company do you work for? Ontrack. What's the last four of your social? 0308. First name? Mary. Last name? Butler. Welcome to Security 5 Representative. Can you verify your address and date of birth for me? 103 Kilmer Avenue, Tallahassee, Alabama 36078. Date of birth is 04/03/71. Thank you. So we got your phone number is 334-415-9335. Yes, sir. And your email is jamesb1223.jb@gmail.com? Yes. Yes, sir. Were you wanting to get enrolled in any coverage? Yes. And do you know what plans you wanted to get enrolled into? Just a single. Say that again? Just a single like eye, vision, um, dental, health. You said eye, vision. What else? Health and dental. So you just want vision and dental? Yes, on the health, um, insurance. You said health, that's all? Mm-hmm. So for your medical, they offer you two different plans, the VIP Standard and the VIP Plus. Those plans cover doctors, hospitals and prescriptions. The only difference is the Plus covers more than the Standard. The Standard would be \$17.66. The Plus would be \$31.61. Let me get this other one. Thanks. So you want the medical, dental and vision. Was there anything else that you're interested in? Mm, no, sir. I think that'll be all. Right, so with those three plans selected, your total will be \$37.39. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes, sir. All right, so the enrollment process does take one to two weeks. Okay. Once you see that first deduction on your check and we see it in our system, that following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from the activation date. Yes, sir. Right, and if you wanted a physical copy of your medical card, once your coverage becomes active, you would want to call and request it. Otherwise, it's only sent via email. Oh, thank you. No problem, Miss Mary. Was there anything else I could help you with today? No, sir. That'll be all. Right, thanks for calling Benefits in a Card. I hope you have a great weekend. You too. Thank you.

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, this is Mary Butler. I were calling about my enrollment.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Sorry?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Ontrack.

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

Speaker speaker_2: 0308.

Speaker speaker_1: First name?

Speaker speaker_2: Mary.

Speaker speaker_1: Last name?

Speaker speaker_2: Butler.

Speaker speaker_1: Welcome to Security 5 Representative. Can you verify your address and date of birth for me?

Speaker speaker_2: 103 Kilmer Avenue, Tallahassee, Alabama 36078. Date of birth is 04/03/71.

Speaker speaker_1: Thank you. So we got your phone number is 334-415-9335.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your email is jamesb1223.jb@gmail.com?

Speaker speaker_2: Yes. Yes, sir.

Speaker speaker_1: Were you wanting to get enrolled in any coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: And do you know what plans you wanted to get enrolled into?

Speaker speaker_2: Just a single.

Speaker speaker_1: Say that again?

Speaker speaker_2: Just a single like eye, vision, um, dental, health.

Speaker speaker_1: You said eye, vision. What else?

Speaker speaker_2: Health and dental.

Speaker speaker_1: So you just want vision and dental?

Speaker speaker_2: Yes, on the health, um, insurance.

Speaker speaker_1: You said health, that's all?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So for your medical, they offer you two different plans, the VIP Standard and the VIP Plus. Those plans cover doctors, hospitals and prescriptions. The only difference is the Plus covers more than the Standard. The Standard would be \$17.66. The Plus would be \$31.61.

Speaker speaker_2: Let me get this other one.

Speaker speaker_1: Thanks. So you want the medical, dental and vision. Was there anything else that you're interested in?

Speaker speaker_2: Mm, no, sir. I think that'll be all.

Speaker speaker_1: Right, so with those three plans selected, your total will be \$37.39. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, so the enrollment process does take one to two weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: Once you see that first deduction on your check and we see it in our system, that following Monday is when your coverage will become active. And your ID cards are sent one to two weeks from the activation date.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Right, and if you wanted a physical copy of your medical card, once your coverage becomes active, you would want to call and request it. Otherwise, it's only sent via email.

Speaker speaker_2: Oh, thank you.

Speaker speaker_1: No problem, Miss Mary. Was there anything else I could help you with today?

Speaker speaker_2: No, sir. That'll be all.

Speaker speaker_1: Right, thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.