

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits and the card, this is Malcolm, how can I help you? Hey, Malcolm, I'm trying to enroll in the benefits if possible. What staffing company you work for? Uh, temporary resource, the temp resource, or the resource. Okay what's the last four of your social? 0415. You said 0415? Yeah. First name? Michael. Last name? King, K-I-N-G. What security preferences? Can you verify your address and date of birth for me? Uh, I live at 1325 North Main Street, Winston-Salem, North Carolina, 27105, and 4-26-1966. Okay. Excuse me, we got your phone number, 336-484-6650. 484, no, it's 848. Yeah, 8- 84866-6650. Okay. And again, email is nking88311@gmail.com? Yep. All right, what type of coverage were you looking to get enrolled into? Uh, just individual. I don't know what all they offer. And do you want medi- so they offer you medical, free Rx, virtual care, dental, short time disability, life insurance, vision, critical illness group, accident, preventative care, three health and ID experts. Uh, definitely the life insurance, um, vision, dental and medical. For medical they offer you- I don't care about the virtual. Yeah, I don't care about the virtual, but... All right, for medical they offer you, two different plans, the VIP Classic and the VIP Basic. Okay. The classic is \$18.55, the basic is \$15.50. A week? Yes, sir. A week? All right. I'm gonna do the- Yes, sir. We- ... I'm gonna do the 18. All right, so right now you have the VIP Classic, the dental, the life insurance and the med- and the vision. Your total is \$25.88, that'll be deducted weekly. Was there anything else that you wanted to add? No. All right, do you authorize- Oh, how much are the life insurance? ... me to hold your- Wait, for the life insurance can I go up on that? No, sir. There's only one plan that they offer- All right, how- ... and you wouldn't be able to adjust the price. And how, how much is that? How much are you asking? How much is the individual? How much it's worth? Yeah. Give me one moment. Let's see, for 20,000. Okay. So I do need a I- a beneficiary for your life insurance policy. I will need first name, last name and their relationship to you. Uh, Greta. Can I put two people, like a 50/50? Yes. What is, how do you spell her name? G-R-E-T-A. Greta- Last name? King. King. K-I-N-G. Both the, both people are, are, are Kings. One is my wife and one is my son. So it's Greta King and Nathan King. How do you spell that, Nathan? N-A-T-H-A-N. Your? Son. N-A-T-H-A-N. All right, got that in the system. All right, so the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID card will take one to two weeks from the activation date. Okay. All right, so if you wanted a physical copy- I Oh, yeah. Go ahead. Oh, go ahead? Go ahead now. If you wanted a- Hold on one second. ... physical copy of y- um, your medical card, you have to call and request it once your coverage becomes active. Otherwise it's normally sent via email. Okay. Yeah, I would like a physical copy. You said to do what? So once your coverage becomes active you want to give us a call and request it.

Okay, not a problem. All right. Was there anything else I can help you with today, Mr. King? No, I didn't realize it was that simple and that quick. Uh, that's awesome. All right, thank you very much, Malcolm. No problem, Mr. King. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week, man. You too. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Benefits and the card, this is Malcolm, how can I help you?

Speaker speaker_2: Hey, Malcolm, I'm trying to enroll in the benefits if possible.

Speaker speaker_1: What staffing company you work for?

Speaker speaker_2: Uh, temporary resource, the temp resource, or the resource.

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

Speaker speaker_2: 0415.

Speaker speaker_1: You said 0415?

Speaker speaker_2: Yeah.

Speaker speaker_1: First name?

Speaker speaker_2: Michael.

Speaker speaker_1: Last name?

Speaker speaker_2: King, K-I-N-G.

Speaker speaker_1: What security preferences? Can you verify your address and date of birth for me?

Speaker speaker_2: Uh, I live at 1325 North Main Street, Winston-Salem, North Carolina, 27105, and 4-26-1966.

Speaker speaker_1: Okay. Excuse me, we got your phone number, 336-484-6650.

Speaker speaker_2: 484, no, it's 848.

Speaker speaker_1: Yeah, 8-

Speaker speaker_2: 84866-6650.

Speaker speaker_1: Okay. And again, email is nking88311@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All right, what type of coverage were you looking to get enrolled into?

Speaker speaker_2: Uh, just individual. I don't know what all they offer.

Speaker speaker_1: And do you want medi- so they offer you medical, free Rx, virtual care, dental, short time disability, life insurance, vision, critical illness group, accident, preventative care, three health and ID experts.

Speaker speaker_2: Uh, definitely the life insurance, um, vision, dental and medical.

Speaker speaker_1: For medical they offer you-

Speaker speaker_2: I don't care about the virtual. Yeah, I don't care about the virtual, but...

Speaker speaker_1: All right, for medical they offer you, two different plans, the VIP Classic and the VIP Basic.

Speaker speaker_2: Okay.

Speaker speaker_1: The classic is \$18.55, the basic is \$15.50.

Speaker speaker_2: A week?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: A week? All right. I'm gonna do the-

Speaker speaker_1: Yes, sir. We-

Speaker speaker_2: ... I'm gonna do the 18.

Speaker speaker_1: All right, so right now you have the VIP Classic, the dental, the life insurance and the med- and the vision. Your total is \$25.88, that'll be deducted weekly. Was there anything else that you wanted to add?

Speaker speaker_2: No.

Speaker speaker_1: All right, do you authorize-

Speaker speaker_2: Oh, how much are the life insurance?

Speaker speaker_1: ... me to hold your-

Speaker speaker_2: Wait, for the life insurance can I go up on that?

Speaker speaker_1: No, sir. There's only one plan that they offer-

Speaker speaker_2: All right, how-

Speaker speaker_1: ... and you wouldn't be able to adjust the price.

Speaker speaker_2: And how, how much is that?

Speaker speaker_1: How much are you asking?

Speaker speaker_2: How much is the individual?

Speaker speaker_1: How much it's worth?

Speaker speaker_2: Yeah.

Speaker speaker_1: Give me one moment. Let's see, for 20,000.

Speaker speaker_2: Okay.

Speaker speaker_1: So I do need a I- a beneficiary for your life insurance policy. I will need first name, last name and their relationship to you.

Speaker speaker_2: Uh, Greta. Can I put two people, like a 50/50?

Speaker speaker_1: Yes. What is, how do you spell her name?

Speaker speaker_2: G-R-E-T-A. Greta-

Speaker speaker_1: Last name?

Speaker speaker_2: King. King. K-I-N-G. Both the, both people are, are, are Kings. One is my wife and one is my son. So it's Greta King and Nathan King.

Speaker speaker_1: How do you spell that, Nathan?

Speaker speaker_2: N-A-T-H-A-N.

Speaker speaker_1: Your?

Speaker speaker_2: Son. N-A-T-H-A-N.

Speaker speaker_1: All right, got that in the system. All right, so the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID card will take one to two weeks from the activation date.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, so if you wanted a physical copy-

Speaker speaker_2: I

Speaker speaker_3: Oh, yeah. Go ahead.

Speaker speaker_1: Oh, go ahead?

Speaker speaker_2: Go ahead now.

Speaker speaker_1: If you wanted a-

Speaker speaker_3: Hold on one second.

Speaker speaker_1: ... physical copy of y- um, your medical card, you have to call and request it once your coverage becomes active. Otherwise it's normally sent via email.

Speaker speaker_2: Okay. Yeah, I would like a physical copy. You said to do what?

Speaker speaker_1: So once your coverage becomes active you want to give us a call and request it.

Speaker speaker_2: Okay, not a problem. All right.

Speaker speaker_1: Was there anything else I can help you with today, Mr. King?

Speaker speaker_2: No, I didn't realize it was that simple and that quick. Uh, that's awesome. All right, thank you very much, Malcolm.

Speaker speaker_1: No problem, Mr. King. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week, man.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you.