

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Uh, yes, sir. Um, I'm an employee for, uh, Supe- Su- Superior Skilled Trades, I'm sorry. And, uh- Okay. ... I've got a email saying that our insurance is gonna change over to you guys. Um, I think it's at the first of next month. And so, it just told me in the email to call this number and I- I'm not sure really where to go from there. Maybe you can help me. Wha- What was the name of the staffing company? It's SST. It's going to be Superior Skilled Trades. Okay. What's the last four of your Social? It's 6353. First name? Jeffery. Last name? Wilder. Okay. For security purposes, can you verify your address and date of birth for me? Yes, sir. Uh, it's going to be 211 Brown Avenue Southeast, uh, Tyler, Alabama. And you said my date of birth? Mm-hmm. February 18th, 2004. Thank you. There's no ph- there's no phone number on file. Would you like to add a phone number? Yeah, that's fine. Uh, 256-613-9671. There you go. And the email is hunter_w7@icloud.com? That's it. Let's see what we want again. So it looks like... Let's see. They already have a pending enrollment for the VIP Classic and the MEC Standalone. I'm guessing they called, they said that to let you know if you want to make any changes to give us a call. Okay. So basically, I, I'm, I'm misunderstood. It's gonna change either way, but I call you guys if I wanna enroll in the VIP. Is that what you're saying? If you want... So they already got you enrolled in the VIP Classic and the MEC Standalone. I'm assuming if you want to make any changes before y'all get fully switched over. Okay, so they've got me in the better option. So basically, I call you and, and get less of a... <|agent|><|en|> So there are more options- And that's, like, just- ... to what they got you enrolled into. But they, they, they did get you enrolled into a plan to transfer over, I'm assuming. Right. Well, that's what... kind of what I'm getting at is how good is, is that plan? Is it worth making changes? So the VIP Classic is the base tier for the medical. It covers, like, wellness... I mean, y- it covers doctors, hospitals, and prescriptions. And they also got you enrolled into the MEC Standalone plan, which is for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services. They didn't get you enrolled into the dental or vision or any of the other additional plans they have to offer. Okay. Um, I seen the rates too. All right, so can I, can I add dental and vision? Yes, sir. Okay. And if... The rate's right here. It says 540. I'm guessing that's a week? Yes, sir. So with- Okay. ... with those four plans selected, you're looking at \$46.49 a week. And that's with the medical- Okay. ... both medical plans and the vision and the dental plan. Okay. So, yeah, let's, let's do that. You said I don't have me on dental and vision. So- Absolutely. I can get it added. Awesome. Yeah, can we make those changes? Yes, sir. So I do want to let you know today, I had already sent in, uh, the deductions to be made for the VIP Classic and the MEC Standalone. So it is- Okay. ... populated to see the deductions of that \$38.67. But after two weeks- Okay. ... you'll see the new total of \$46.49. Okay. All right.

Yep. That should take care of things- All right. ... Mr. Wilder. That's it, man. I appreciate it. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right, thank you. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Uh, yes, sir. Um, I'm an employee for, uh, Supe- Su- Superior Skilled Trades, I'm sorry. And, uh-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I've got a email saying that our insurance is gonna change over to you guys. Um, I think it's at the first of next month. And so, it just told me in the email to call this number and I- I'm not sure really where to go from there. Maybe you can help me.

Speaker speaker_0: Wha- What was the name of the staffing company?

Speaker speaker_1: It's SST. It's going to be Superior Skilled Trades.

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

Speaker speaker_1: It's 6353.

Speaker speaker_0: First name?

Speaker speaker_1: Jeffery.

Speaker speaker_0: Last name?

Speaker speaker_1: Wilder.

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

Speaker speaker_1: Yes, sir. Uh, it's going to be 211 Brown Avenue Southeast, uh, Tyler, Alabama. And you said my date of birth?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: February 18th, 2004.

Speaker speaker_0: Thank you. There's no ph- there's no phone number on file. Would you like to add a phone number?

Speaker speaker_1: Yeah, that's fine. Uh, 256-613-9671.

Speaker speaker_0: There you go. And the email is hunter_w7@icloud.com?

Speaker speaker_1: That's it.

Speaker speaker_0: Let's see what we want again. So it looks like... Let's see. They already have a pending enrollment for the VIP Classic and the MEC Standalone. I'm guessing they called, they said that to let you know if you want to make any changes to give us a call.

Speaker speaker_1: Okay. So basically, I, I'm, I'm misunderstood. It's gonna change either way, but I call you guys if I wanna enroll in the VIP. Is that what you're saying?

Speaker speaker_0: If you want... So they already got you enrolled in the VIP Classic and the MEC Standalone. I'm assuming if you want to make any changes before y'all get fully switched over.

Speaker speaker_1: Okay, so they've got me in the better option. So basically, I call you and, and get less of a... <|agent|><|en|>

Speaker speaker_0: So there are more options-

Speaker speaker_1: And that's, like, just-

Speaker speaker_0: ... to what they got you enrolled into. But they, they, they did get you enrolled into a plan to transfer over, I'm assuming.

Speaker speaker_1: Right. Well, that's what... kind of what I'm getting at is how good is, is that plan? Is it worth making changes?

Speaker speaker_0: So the VIP Classic is the base tier for the medical. It covers, like, wellness... I mean, y- it covers doctors, hospitals, and prescriptions. And they also got you enrolled into the MEC Standalone plan, which is for, like, wellness checks, physicals, vaccinations, cancer screenings, Pap smears and mammograms for women, any preventative services. They didn't get you enrolled into the dental or vision or any of the other additional plans they have to offer.

Speaker speaker_1: Okay. Um, I seen the rates too. All right, so can I, can I add dental and vision?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. And if... The rate's right here. It says 540. I'm guessing that's a week?

Speaker speaker_0: Yes, sir. So with-

Speaker speaker_1: Okay.

Speaker speaker_0: ... with those four plans selected, you're looking at \$46.49 a week. And that's with the medical-

Speaker speaker_1: Okay.

Speaker speaker_0: ... both medical plans and the vision and the dental plan.

Speaker speaker_1: Okay. So, yeah, let's, let's do that. You said I don't have me on dental and vision. So-

Speaker speaker_0: Absolutely. I can get it added.

Speaker speaker_1: Awesome. Yeah, can we make those changes?

Speaker speaker_0: Yes, sir. So I do want to let you know today, I had already sent in, uh, the deductions to be made for the VIP Classic and the MEC Standalone. So it is-

Speaker speaker_1: Okay.

Speaker speaker_0: ... populated to see the deductions of that \$38.67. But after two weeks-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you'll see the new total of \$46.49.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Yep. That should take care of things-

Speaker speaker_1: All right.

Speaker speaker_0: ... Mr. Wilder.

Speaker speaker_1: That's it, man. I appreciate it.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Mm-hmm.