

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Yes, sir. I received a text today from you guys, and, uh, I was wanting to know, have my benefits kicked in? I'm sorry, you broke up, sir. I'm sorry. I was wanting to know, had my, uh, had my insurance kicked in yet? What staffing company do you work for? Hamilton & Riker. Your last four of your Social? 6403. You said 6403? Is that what you said, sir, 6403? Yes, sir. First name? Tavis. Say that again? T-A-V-... Tavis, T-A-V-I-S. Last name? Hold on. Let me turn the GPS off 'cause I'm headed to the doctor now and I, I can't find my way there and, and it's interrupting us. Hold on just a second, please. Mm-hmm. Lord, have mercy. Okay. I believe now, sir. For your Social Security number, for your Social Security number, for your address and date of birth for me. Yes, sir. My add... I mean, yes, sir, my address is 202 Milford Street, Apartment 140, uh, Tupelo, Mississippi, uh, 38801. And my date of birth is 12/17/81. Thank you. We got your phone number at 662-586-6276. Yes, sir. And your email is tavisgatheresn6@gmail.com. Yes, sir. Thank you. All right. So it looks like you're still waiting for your first deduction to happen. Okay, but, uh... Oh, so, so I won't... So it hasn't actually kicked in yet? No, sir. Okay, uh, when will it actually kick in? I wouldn't be able to give you a date. It's solely up to when Hamilton & Riker makes that deduction. Okay, so I, uh... This is my, uh, one, two... This is like my third paycheck. I guess it may take four of them, huh? I would reach out to them and ask them. I wouldn't be able to tell you a specific time. It's solely up to whenever Hamilton & Riker makes that deduction. All right, so I need to go back up into the main office where, where, where I applied for a job at and speak with them? I, I don't know, sir. I would just reach out to your employer directly. I'm not sure how that process works for you guys, because we're just a plan administrator for health insurance for staffing companies. All we do is get you enrolled or unenrolled from the coverage. Oh, okay, okay, okay. Well, I'm, I'm, I'm enrolled, they just haven't started doing the deductions, showing that I'm, that I'm enrolled, right? Yes, sir. All right, then. Okay, then I'll stop by there and talk to them. All right. Well, is there anything else I can help you with today, Mr. Gatherers? No, sir. I think there's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. Thank you, sir. You, too. Thank you. All right, bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Yes, sir. I received a text today from you guys, and, uh, I was wanting to know, have my benefits kicked in?

Speaker speaker_0: I'm sorry, you broke up, sir.

Speaker speaker_1: I'm sorry. I was wanting to know, had my, uh, had my insurance kicked in yet?

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Hamilton & Riker.

Speaker speaker_0: Your last four of your Social?

Speaker speaker_1: 6403.

Speaker speaker_0: You said 6403? Is that what you said, sir, 6403?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: First name?

Speaker speaker_1: Tavis.

Speaker speaker_0: Say that again?

Speaker speaker_1: T-A-V-... Tavis, T-A-V-I-S.

Speaker speaker_0: Last name?

Speaker speaker_1: Hold on. Let me turn the GPS off 'cause I'm headed to the doctor now and I, I can't find my way there and, and it's interrupting us. Hold on just a second, please.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Lord, have mercy. Okay. I believe now, sir.

Speaker speaker_0: For your Social Security number, for your Social Security number, for your address and date of birth for me.

Speaker speaker_1: Yes, sir. My add... I mean, yes, sir, my address is 202 Milford Street, Apartment 140, uh, Tupelo, Mississippi, uh, 38801. And my date of birth is 12/17/81.

Speaker speaker_0: Thank you. We got your phone number at 662-586-6276.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is tavisgathersn6@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right. So it looks like you're still waiting for your first deduction to happen.

Speaker speaker_1: Okay, but, uh... Oh, so, so I won't... So it hasn't actually kicked in yet?

Speaker speaker_0: No, sir.

Speaker speaker_1: Okay, uh, when will it actually kick in?

Speaker speaker_0: I wouldn't be able to give you a date. It's solely up to when Hamilton & Riker makes that deduction.

Speaker speaker_1: Okay, so I, uh... This is my, uh, one, two... This is like my third paycheck. I guess it may take four of them, huh?

Speaker speaker_0: I would reach out to them and ask them. I wouldn't be able to tell you a specific time. It's solely up to whenever Hamilton & Riker makes that deduction.

Speaker speaker_1: All right, so I need to go back up into the main office where, where, where I applied for a job at and speak with them?

Speaker speaker_0: I, I don't know, sir. I would just reach out to your employer directly. I'm not sure how that process works for you guys, because we're just a plan administrator for health insurance for staffing companies. All we do is get you enrolled or unenrolled from the coverage.

Speaker speaker_1: Oh, okay, okay, okay. Well, I'm, I'm, I'm enrolled, they just haven't started doing the deductions, showing that I'm, that I'm enrolled, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right, then. Okay, then I'll stop by there and talk to them.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Mr. Gatherers?

Speaker speaker_1: No, sir.

Speaker speaker_0: I think there's nothing else. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_1: Thank you, sir. You, too.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_0: Bye.