

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, I'm trying to... Uh, I work for Surge and y'all have been taking money out my check for insurance, but I don't have a card, an insurance card. All right. What's the last four of your social? 2367. First name? Stanley. Say that one more time. Stanley. Last name? Perry. For security purposes, can you verify your address and date of birth for me? Uh, 350, uh, 357 Nottingham Road, Lexington, Kentucky 40503. That's not the address that we have in, in the system. Okay. I just changed it with the si- with the Surge. What you have is 691 Sheridan Drive, Lexington, Kentucky 40503. Yes, m- yes, sir. When I moved, I updated with Surge already. Would you like for me to update it with you? Yes, please. What's your new address? 357 Nottingham Road. That's N-O-T-T-I-N-G-H-A-M Road. 40503- Again, that's N-O-T-T-I-N-G- Ham, H-A-M. Road? Yes. And then the city, state, zip code. Lexington, Kentucky, that's 40517. Thank you. The phone number is 556-7427? Yes. All right. And then the email is stanlackey1@gmail.com? Yes. Thank you. Right. So yeah, it looks like your coverage just became active this past Monday. It takes one to two weeks for your physical ID card to get to you. Were you calling to request a- Okay. What? ... a digi- a digital one to be sent? Say what now? Were you calling to request a digital one be sent? I don't care, just send me one. You're taking money out my check. I don't care how you send it. So it looks like we're- You're taking money, so- Yeah, I just tried to explain that. You took my money, right? So just to clarify, we're not taking any money, sir. We're just a plan administrator. Surge is the one that takes the money out of your paycheck. We just get you the last invoice- Okay. Well, okay. ... from, from the coverage. Well, it, it doesn't matter. Okay. That, well, you work for them. I just... I don't care. Whoever give me the card, I just want the card, so what are you talking about? I'm not going to call you an offer. Oh, I can cancel it. Mm-hmm. Can I cancel it? Yes, sir. You're allowed to cancel it. Do you want to cancel your coverage? Okay. Yes, cancel it. Yes, cancel. Okay. Cancel it. Just be advised, the cancel- the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else. Okay. So I should be covered for two weeks then, shouldn't I? Yes, sir. Okay. Well, send me electronic just in case something happened in two weeks. On my, on my, uh... Send me some and then in two weeks cancel it. But send me something electronic today. Yes, sir. Do you mind if I put you on brief hold while I get that for you? No, I do... Go ahead. Thank you. What kind of insurance is that? You going to take money out my wallet. That's what I'm talking about. That's what I'm talking about. Yeah. Are you there, Mr. Perry? Uh, hello. I'm here. I just sent the ID card to your email. Would you be able to verify you received it? Hold on. Should be from the info@benefitsinacard.com. Yes, I did. All right. Well, was there anything else I can help you with today, Mr. Perry, Mr. Perry? So did you cancel it? Yes, sir. Take two weeks, you said. Yes, sir. All right. No, you answered everything.

Thanks a lot. Thank you. No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend, man. You too. You have a great weekend too. Thanks. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Uh, I'm trying to... Uh, I work for Surge and y'all have been taking money out my check for insurance, but I don't have a card, an insurance card.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: 2367.

Speaker speaker_0: First name?

Speaker speaker_1: Stanley.

Speaker speaker_0: Say that one more time.

Speaker speaker_1: Stanley.

Speaker speaker_0: Last name?

Speaker speaker_1: Perry.

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

Speaker speaker_1: Uh, 350, uh, 357 Nottingham Road, Lexington, Kentucky 40503.

Speaker speaker_0: That's not the address that we have in, in the system.

Speaker speaker_1: Okay. I just changed it with the si- with the Surge. What you have is 691 Sheridan Drive, Lexington, Kentucky 40503.

Speaker speaker_0: Yes, m- yes, sir.

Speaker speaker_1: When I moved, I updated with Surge already. Would you like for me to update it with you?

Speaker speaker_0: Yes, please. What's your new address?

Speaker speaker_1: 357 Nottingham Road. That's N-O-T-T-I-N-G-H-A-M Road. 40503-

Speaker speaker_0: Again, that's N-O-T-T-I-N-G-

Speaker speaker_1: Ham, H-A-M.

Speaker speaker_0: Road?

Speaker speaker_1: Yes.

Speaker speaker_0: And then the city, state, zip code.

Speaker speaker_1: Lexington, Kentucky, that's 40517.

Speaker speaker_0: Thank you. The phone number is 556-7427?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And then the email is stanlackey1@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you. Right. So yeah, it looks like your coverage just became active this past Monday. It takes one to two weeks for your physical ID card to get to you. Were you calling to request a-

Speaker speaker_1: Okay. What?

Speaker speaker_0: ... a digi- a digital one to be sent?

Speaker speaker_1: Say what now?

Speaker speaker_0: Were you calling to request a digital one be sent?

Speaker speaker_1: I don't care, just send me one. You're taking money out my check. I don't care how you send it.

Speaker speaker_0: So it looks like we're-

Speaker speaker_1: You're taking money, so-

Speaker speaker_0: Yeah, I just tried to explain that.

Speaker speaker_1: You took my money, right?

Speaker speaker_0: So just to clarify, we're not taking any money, sir. We're just a plan administrator. Surge is the one that takes the money out of your paycheck. We just get you the last invoice-

Speaker speaker_1: Okay. Well, okay.

Speaker speaker_0: ... from, from the coverage.

Speaker speaker_1: Well, it, it doesn't matter. Okay. That, well, you work for them. I just... I don't care. Whoever give me the card, I just want the card, so what are you talking about? I'm not going to call you an offer. Oh, I can cancel it.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Can I cancel it?

Speaker speaker_0: Yes, sir. You're allowed to cancel it. Do you want to cancel your coverage?

Speaker speaker_1: Okay. Yes, cancel it. Yes, cancel.

Speaker speaker_0: Okay.

Speaker speaker_1: Cancel it.

Speaker speaker_0: Just be advised, the cancel- the cancellation process does take one to two weeks. It is possible to see deductions within those two weeks, but after two weeks you shouldn't see anything else.

Speaker speaker_1: Okay. So I should be covered for two weeks then, shouldn't I?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. Well, send me electronic just in case something happened in two weeks. On my, on my, uh... Send me some and then in two weeks cancel it. But send me something electronic today.

Speaker speaker_0: Yes, sir. Do you mind if I put you on brief hold while I get that for you?

Speaker speaker_1: No, I do... Go ahead.

Speaker speaker_0: Thank you.

Speaker speaker_1: What kind of insurance is that? You going to take money out my wallet. That's what I'm talking about. That's what I'm talking about. Yeah. Are you there, Mr. Perry? Uh, hello. I'm here.

Speaker speaker_0: I just sent the ID card to your email. Would you be able to verify you received it?

Speaker speaker_1: Hold on.

Speaker speaker_0: Should be from the info@benefitsinacard.com.

Speaker speaker_1: Yes, I did.

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

Speaker speaker_1: So did you cancel it?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Take two weeks, you said.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: All right. No, you answered everything. Thanks a lot. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend, man.

Speaker speaker_1: You too. You have a great weekend too. Thanks.

Speaker speaker_0: Thank you. Bye.