

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? Hi. I was just wondering, I get insurance through you guys and I was just wondering how I go about, um, accessing my benefits. I've never gotten a card or anything. What staffing company do you work for? Surge Staffing. What's the last four of your Social? 8000. First name? Chahlie, C-H-A-H-L-I-E. Last name? McDonald, M-C-D-O-N-A-L-D. And for security purposes, can you verify your address and date of birth for me? I think the address you have on file is 315 Jefferson Street, Cortland, Ohio 43440. That's not the address that we have. So- And my phone number... Oh, do you have, um, 451 Columbus Avenue, Fostoria, Ohio 44830? No, ma'am. Is it 11... Wait. Is it 201 North Washington Street? No, ma'am. You can verify with your full Social if you like. Oh, yeah. It's 520-33-8000. I might have to- Yeah. ... like change my address. Maybe that's why I'm not getting a card. So, yeah, it's 17330 Portage Road, Weston, Ohio 43569. Yeah. That was my address, like, years ago so that's strange. But yeah, um, we can change my address, but I was just wondering how to access my benefits or go about, number one, the disability one and number two, the vision and the dental. Like, if I can have the numbers to... or if I could get an email explaining it? So it looks like your coverage ended on 4-26-24. I mean, 8-26-24. I still am actually paying for it, but not the same like I was. I think I'm paying for like short-term disability and a few other things. Hmm. The... It shows on our system as your coverage ended on that date that I showed. There's no deductions being taken or anything. Oh. Okay. Well, I'll figure it out. Um... Did you want to update your address? Uh, it doesn't matter. It just says I'm not paying into anything? Say that again? It just says I'm not paying into anything at all? No, ma'am. It says your coverage ended on 8-26-24. You haven't had any coverage since then. Oh. And this is Benefits in a Card? Well- Yes, ma'am. I don't know. I guess I will just, um, call Surge and ask. Thank you. I appreciate it. No, ma'am. I'm-

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: Hi. I was just wondering, I get insurance through you guys and I was just wondering how I go about, um, accessing my benefits. I've never gotten a card or anything.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Surge Staffing.

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

Speaker speaker_2: 8000.

Speaker speaker_1: First name?

Speaker speaker_2: Chahlie, C-H-A-H-L-I-E.

Speaker speaker_1: Last name?

Speaker speaker_2: McDonald, M-C-D-O-N-A-L-D.

Speaker speaker_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: I think the address you have on file is 315 Jefferson Street, Cortland, Ohio 43440.

Speaker speaker_1: That's not the address that we have. So-

Speaker speaker_2: And my phone number... Oh, do you have, um, 451 Columbus Avenue, Fostoria, Ohio 44830?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Is it 11... Wait. Is it 201 North Washington Street?

Speaker speaker_1: No, ma'am. You can verify with your full Social if you like.

Speaker speaker_2: Oh, yeah. It's 520-33-8000. I might have to-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... like change my address. Maybe that's why I'm not getting a card.

Speaker speaker_1: So, yeah, it's 17330 Portage Road, Weston, Ohio 43569.

Speaker speaker_2: Yeah. That was my address, like, years ago so that's strange. But yeah, um, we can change my address, but I was just wondering how to access my benefits or go about, number one, the disability one and number two, the vision and the dental. Like, if I can have the numbers to... or if I could get an email explaining it?

Speaker speaker_1: So it looks like your coverage ended on 4-26-24. I mean, 8-26-24.

Speaker speaker_2: I still am actually paying for it, but not the same like I was. I think I'm paying for like short-term disability and a few other things.

Speaker speaker_1: Hmm. The... It shows on our system as your coverage ended on that date that I showed. There's no deductions being taken or anything.

Speaker speaker_2: Oh. Okay. Well, I'll figure it out. Um...

Speaker speaker_1: Did you want to update your address?

Speaker speaker_2: Uh, it doesn't matter. It just says I'm not paying into anything?

Speaker speaker_1: Say that again?

Speaker speaker_2: It just says I'm not paying into anything at all?

Speaker speaker_1: No, ma'am. It says your coverage ended on 8-26-24. You haven't had any coverage since then.

Speaker speaker_2: Oh. And this is Benefits in a Card? Well-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: I don't know. I guess I will just, um, call Surge and ask. Thank you. I appreciate it.

Speaker speaker_1: No, ma'am. I'm-