

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Car. This is Malcolm, how can I help you? How you doing today, Malcom? I'm doing good, man. How about you? I'm doing all right. Uh, just calling to see the... uh, verify is my insurance with Surge still active 'cause I'm still with the company. Yes, sir. I can check for you. What's the last four of your social? 0776. 0, 776. First name? Marcus. Last name? Meeks. M-E-E-K-S. All right, for security purposes, can you verify your address and date of birth for me? 1120 Old Jessup Road, Camp Mississippi 39046. Uh, what was the last thing that you asked about before? Uh, my date of birth. Oh. 10-07-1992. Thank you. So we got a good phone number, it's 769-284-1358. That's correct. And the email is marcusmeeks990@yahoo.com. That's correct. Thank you. Right, so looks like your coverage ended on 02/23/25 at the no... after four weeks of not receiving a deduction. And why is that? Oh, I mean, I was in the hospital, uh, life or death matter. You're saying you were in the hospital? Yes, sir. Uh, I had paperwork at home. Yes, sir. Uh, the doctor told me if I hadn't made it to the hospital when I did, I would have died. So, so that's probably the reason why your coverage canceled it out, because you weren't working for four weeks when you was... and you... the coverage canceled itself out. So what you would want to do, um, reach out to your employer to see if we can qualify you as a, a re-hire. Um, because on our end there wouldn't be anything that we would be able to do unfortunately. So basically, with like the only thing I had coming up was eye insurance, so if I went to the house out there, wouldn't nothing be covered, uh, from what I paid already too. No, sir. Your, your coverage ended in Mar- in, on March, uh, what says 02/23/25, so February 23rd. And there hasn't been any- Oh. ... there haven't been any deductions since then. Okay. Yeah, I know, uh, two though, we... because I was only in the hospital for a week, but Surge didn't have anything to employ me yet. Like they didn't have any jobs that they were offering me at this time. Yes, sir. Well, okay, I understand. I got you. Thank you. No problem, Mr. Meeks. Was there anything else I can he-

Conversation Format

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

Speaker speaker_1: How you doing today, Malcom?

Speaker speaker_0: I'm doing good, man. How about you?

Speaker speaker_1: I'm doing all right. Uh, just calling to see the... uh, verify is my insurance with Surge still active 'cause I'm still with the company.

Speaker speaker_0: Yes, sir. I can check for you. What's the last four of your social?

Speaker speaker_1: 0776.

Speaker speaker_0: 0, 776. First name?

Speaker speaker_1: Marcus.

Speaker speaker_0: Last name?

Speaker speaker_1: Meeks. M-E-E-K-S.

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

Speaker speaker_1: 1120 Old Jessup Road, Camp Mississippi 39046. Uh, what was the last thing that you asked about before?

Speaker speaker_0: Uh, my date of birth.

Speaker speaker_1: Oh. 10-07-1992.

Speaker speaker_0: Thank you. So we got a good phone number, it's 769-284-1358.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email is marcusmeeks990@yahoo.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Thank you. Right, so looks like your coverage ended on 02/23/25 at the no... after four weeks of not receiving a deduction.

Speaker speaker_1: And why is that? Oh, I mean, I was in the hospital, uh, life or death matter.

Speaker speaker_0: You're saying you were in the hospital?

Speaker speaker_1: Yes, sir. Uh, I had paperwork at home. Yes, sir. Uh, the doctor told me if I hadn't made it to the hospital when I did, I would have died.

Speaker speaker_0: So, so that's probably the reason why your coverage canceled it out, because you weren't working for four weeks when you was... and you... the coverage canceled itself out. So what you would want to do, um, reach out to your employer to see if we can qualify you as a, a re-hire. Um, because on our end there wouldn't be anything that we would be able to do unfortunately.

Speaker speaker_1: So basically, with like the only thing I had coming up was eye insurance, so if I went to the house out there, wouldn't nothing be covered, uh, from what I paid already too.

Speaker speaker_0: No, sir. Your, your coverage ended in Mar- in, on March, uh, what says 02/23/25, so February 23rd. And there hasn't been any-

Speaker speaker_1: Oh.

Speaker speaker_0: ... there haven't been any deductions since then.

Speaker speaker_1: Okay. Yeah, I know, uh, two though, we... because I was only in the hospital for a week, but Surge didn't have anything to employ me yet. Like they didn't have any jobs that they were offering me at this time.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Well, okay, I understand. I got you. Thank you.

Speaker speaker_0: No problem, Mr. Meeks. Was there anything else I can he-