

## **Transcript: Malcolm**

**Nash-5364007036829696-4556338218713088**

### **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? Good morning. I just got an email because I wa- wasn't able to log on to the portal earlier and the rep said they were going to try to fix it. But I was on the other line and I got an email that I need to call Benefits in a Card. Are you trying to get enrolled in the coverage? No, I'm already enrolled. It's like, I just need access to the portal so that I can, um, contact my provider through the portal. But I can't log on for some reason. So they were gonna- she was gonna contract IT, but I was on the other line and she tried to call and then sent an email to call back. So I guess they were trying to give me a status update. Right. What staffing company do you work for? BVSS. What's the last four of your social? 8627. First name? Nathan. Last name? Ferguson. For security purposes, can you verify your address and date of birth for me? 874 Cochran Street, Houston, Texas, 77088, April 24th, 1974. Thank you. So yeah, your phone number, 281-223-8994? Correct. And then the email is fergusonnathan24 at gmail.com? Correct. Thank you. So the issue looks like it's because you haven't been active since the 12th. Your coverage hasn't been active since 12/2/24. So how can I make a payment or what do I need to do? So are you no longer with the company? No, I'm still with the company. Hmm. And they're not taking deductions out of your paycheck no more? No, they are. But I've had a pause. They weren't s- they didn't have any work for maybe about two weeks. So there was a pause for me being sent out to assignments. So that may have something to do with it. So did you just start back working this week? Yes. Okay. So you can make a direct payment which you'll have to pay for December 2nd through the 8th. Also December 9th through the 15th and December 16th through the 22nd. And where can I make that payment? You can do it with me on the phone. Okay. Let me consult with someone real quick to check on something and I'll call y'all right back. Okay. All right. Thank you. No problem.

### **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: Good morning. I just got an email because I wa- wasn't able to log on to the portal earlier and the rep said they were going to try to fix it. But I was on the other line and I got an email that I need to call Benefits in a Card.

Speaker speaker\_1: Are you trying to get enrolled in the coverage?

Speaker speaker\_2: No, I'm already enrolled. It's like, I just need access to the portal so that I can, um, contact my provider through the portal. But I can't log on for some reason. So they were gonna- she was gonna contract IT, but I was on the other line and she tried to call and then sent an email to call back. So I guess they were trying to give me a status update.

Speaker speaker\_1: Right. What staffing company do you work for?

Speaker speaker\_2: BVSS.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 8627.

Speaker speaker\_1: First name?

Speaker speaker\_2: Nathan.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Ferguson.

Speaker speaker\_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: 874 Cochran Street, Houston, Texas, 77088, April 24th, 1974.

Speaker speaker\_1: Thank you. So yeah, your phone number, 281-223-8994?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And then the email is fergusonnathan24 at gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Thank you. So the issue looks like it's because you haven't been active since the 12th. Your coverage hasn't been active since 12/2/24.

Speaker speaker\_2: So how can I make a payment or what do I need to do?

Speaker speaker\_1: So are you no longer with the company?

Speaker speaker\_2: No, I'm still with the company.

Speaker speaker\_1: Hmm. And they're not taking deductions out of your paycheck no more?

Speaker speaker\_2: No, they are. But I've had a pause. They weren't s- they didn't have any work for maybe about two weeks. So there was a pause for me being sent out to assignments. So that may have something to do with it.

Speaker speaker\_1: So did you just start back working this week?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So you can make a direct payment which you'll have to pay for December 2nd through the 8th. Also December 9th through the 15th and December 16th through the 22nd.

Speaker speaker\_2: And where can I make that payment?

Speaker speaker\_1: You can do it with me on the phone.

Speaker speaker\_2: Okay. Let me consult with someone real quick to check on something and I'll call y'all right back.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: No problem.