

## Transcript: Malcolm

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### Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hey. How you doing today, sir? My name is Marvy. I'm from Sunrich. Um, I just have a couple questions about the benefits. I believe I already enrolled in 'em. Um, I just wanted to see if there was a way to add somebody on benefits or no? All right. What's the company that you work for? Um, Dougherty. What's the last four of your Social? 2016. First name? Uh, Marvy. Last name, Cabal. All right. For security purposes, can you verify your address and date of birth for me? Uh, yes, sir. Date of birth is 12/10/1992. Address is 418 8th Street South Breckenridge, um, 56520, Apartment 202. And your date of birth? 12/10/1992. Thank you. So we've got your phone number as 218-517-0619? Yes, sir. And your email is marvyjuly020@gmail.com? Yes, sir. Thank you. All right, so I'll have to do a eligibility review to see if you're eligible to add any coverage. Okay, yeah. 'Cause I just started working, um, for this company maybe, uh, I want to say maybe two months. Maybe this week makes it two months or next week makes it two months. So I just was making sure, 'cause I just did mine and then I, um, received... So I'll, another question is I received the card that say Vision on it. Now, can I use that Vision for, like, going to, like, um, for dental or anything or is that just for vision? 'Cause they wanted me to download my, um, the application so I can see my, um, insurance number and stuff, but I'm not sure if it's the same, uh, one that's on the... 'Cause the card that I got, on top of it say Member and then the bottom says Vision. So I'm not sure if I could use that one, like, when I go get checks, a check-up, or go to the house- Yeah. No, your, your Vision card is strictly for vision. Okay. So you have, after you have dental, vision and the medical plan, those are the only three that come with a ID card. Yeah. And then FreeRx, you have to go to the FreeRx website and claim that account in order to get that, um, coverage. Okay. Get the ID card, I meant. Okay. So you said go to FreeRx? Yes, sir. freerx.com. You gotta go there and claim your account and then your ID card will pop up right on the screen. Okay. All right. Um, yeah, that should be it. I appreciate it. Thank you so much. Is there a way that I could get a email if I am eligible or anything to add somebody or how would that work? Yes, sir. So I'm, I'm gonna do a eligibility review. It takes 24 to 48 hours for the review. Once I hear back, I will let you, give you a call back and let you know if you're eligible. While I have you on the phone, I can go ahead and get your other ID cards sent to you via email if you wanna wait for me to do that. I also wanna let you know that you have court-ordered insurance that was issued on 5/5. It's still being processed. It hasn't been s- in the process yet, but you d- you will be getting new ID cards because they're a- they're adding a child to your coverage. Okay. All right. So the ID card I'm about to send you now is the one that just works for you only. But in the future you'll have to call and request the new cards to be sent once the child is added with your court-ordered insurance. Okay. But then that coverage will sh- reflect the child being added to the coverage. Okay. I think the one you're talking about is me being on child support. So my,

my daughter is not currently with me, so is it possible that I won't need that card, that card, or do I still need it? So it would just, uh, you'll still need that card just because there'll be updated information. The card that I'm sending you now w- would not have that information on it. Okay. So the, I'll just send it to you. You will just call and request it just so you can have the updated card that does have that information updated on it. Okay. And you say it should take, like, 24 to 48 hours? S- say that again. And you said how long, like, how long do you think I sh- it should take for me to, um, call about the new card? Oh, so they just put in that request, uh, two days ago. So it hasn't been sent in to be processed yet. Okay. Okay. Um, I reckon typically it takes one to two weeks for the new changes to happen. But you'll notice the change in your deductions on your paycheck and that's when I would call. The new, the new total that you would see is \$58. And I believe they still, they're, uh, they're ta- they're... I'm sorry, what is it? So right now you're paying \$41.16. Once they add your child to the coverage for the court order, it'd be \$58.31. Okay. What were you saying? I didn't mean to cut you. No, you're fine. You're fine. I was about to ask what you just basically told me, so it's fine. Okay. All right. So could you verify that you received those ID cards in your email? It should be from an info@benefitsinacard.com. Quick second. You're also missing a beneficiary for your life insurance policy. Would you like to add that information now? Um, yes, please. I believe I skipped that because I didn't have my, um, my son's, um, Socials at the time. Now would I still need it or... So you, and I will just need the first name and the last name and their relationship to you. Okay. Yeah, that's fine. I'll do that. All right. Whenever you're ready. Um, yeah. So the first name is Mahaj, M-A... and it's a hyphen, H-A-J. And the middle name is Rasheed, R-A-S-H-E-E-D. And then there's another middle name, Cornicher, C-O-R-N-I-T-C-H-E-R. Let me check that one more time. You said C-O-R? C-O-R-N-I-T-C-H-E-R. And then Kabar. So it should be Mahaj Rasheed Cornicher Kabar. And that's my son. All right. Got that updated for you. Right. And you said, uh, you know, I just got, you said it was for the medical and the dental? Yes, sir. Okay. Now do I just, um... Do I apply for the card or just... I just click the little link on, on it So there, there should be PDFs in the email that I sent you. Those are the, uh, those are PDFs for the ID card. Oh, okay. I see it at the bottom. I gotcha. Okay. So if I was supposed to go anywhere, just show them that until the physical card comes? So I'm... I was going to order you a physical one, but then since I see the co-ordinative services added, um, I'm just gonna wait until that get processed and then request, ask them if we should call and request a physical be sent. Because they're going to have to send... It takes one to two weeks for that physical card to get to you anyways. Okay. All right. Thank you so much, man. I appreciate it. Yeah. I see the, um, I see the card. Yeah. My main thing is just trying to see if I could add somebody on there too. So please, if you can find that out for me too, I would appreciate that. Thank you. Yes, sir. No problem. Was there anything else I can help you with today, Mr. Kabar? Oh, no, sir. That's it. Thank you so much. No problem. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. Uh, yes, sir. You too. Take care.

## Conversation Format

Speaker speaker\_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker\_1: Hey. How you doing today, sir? My name is Marvy. I'm from Sunrich. Um, I just have a couple questions about the benefits. I believe I already enrolled in 'em. Um, I just wanted to see if there was a way to add somebody on benefits or no?

Speaker speaker\_0: All right. What's the company that you work for?

Speaker speaker\_1: Um, Dougherty.

Speaker speaker\_0: What's the last four of your Social?

Speaker speaker\_1: 2016.

Speaker speaker\_0: First name?

Speaker speaker\_1: Uh, Marvy. Last name, Cabal.

Speaker speaker\_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker\_1: Uh, yes, sir. Date of birth is 12/10/1992. Address is 418 8th Street South Breckenridge, um, 56520, Apartment 202.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 12/10/1992.

Speaker speaker\_0: Thank you. So we've got your phone number as 218-517-0619?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And your email is marvyjuly020@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Thank you. All right, so I'll have to do a eligibility review to see if you're eligible to add any coverage.

Speaker speaker\_1: Okay, yeah. 'Cause I just started working, um, for this company maybe, uh, I want to say maybe two months. Maybe this week makes it two months or next week makes it two months. So I just was making sure, 'cause I just did mine and then I, um, received... So I'll, another question is I received the card that say Vision on it. Now, can I use that Vision for, like, going to, like, um, for dental or anything or is that just for vision? 'Cause they wanted me to download my, um, the application so I can see my, um, insurance number and stuff, but I'm not sure if it's the same, uh, one that's on the... 'Cause the card that I got, on top of it say Member and then the bottom says Vision. So I'm not sure if I could use that one, like, when I go get checks, a check-up, or go to the house-

Speaker speaker\_0: Yeah. No, your, your Vision card is strictly for vision.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you have, after you have dental, vision and the medical plan, those are the only three that come with a ID card.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then FreeRx, you have to go to the FreeRx website and claim that account in order to get that, um, coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Get the ID card, I meant.

Speaker speaker\_1: Okay. So you said go to FreeRx?

Speaker speaker\_0: Yes, sir. freerx.com. You gotta go there and claim your account and then your ID card will pop up right on the screen.

Speaker speaker\_1: Okay. All right. Um, yeah, that should be it. I appreciate it. Thank you so much. Is there a way that I could get a email if I am eligible or anything to add somebody or how would that work?

Speaker speaker\_0: Yes, sir. So I'm, I'm gonna do a eligibility review. It takes 24 to 48 hours for the review. Once I hear back, I will let you, give you a call back and let you know if you're eligible. While I have you on the phone, I can go ahead and get your other ID cards sent to you via email if you wanna wait for me to do that. I also wanna let you know that you have court-ordered insurance that was issued on 5/5. It's still being processed. It hasn't been s- in the process yet, but you d- you will be getting new ID cards because they're a- they're adding a child to your coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. So the ID card I'm about to send you now is the one that just works for you only. But in the future you'll have to call and request the new cards to be sent once the child is added with your court-ordered insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But then that coverage will sh- reflect the child being added to the coverage.

Speaker speaker\_1: Okay. I think the one you're talking about is me being on child support. So my, my daughter is not currently with me, so is it possible that I won't need that card, that card, or do I still need it?

Speaker speaker\_0: So it would just, uh, you'll still need that card just because there'll be updated information. The card that I'm sending you now w- would not have that information on it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So the, I'll just send it to you. You will just call and request it just so you can have the updated card that does have that information updated on it.

Speaker speaker\_1: Okay. And you say it should take, like, 24 to 48 hours?

Speaker speaker\_0: S- say that again.

Speaker speaker\_1: And you said how long, like, how long do you think I sh- it should take for me to, um, call about the new card?

Speaker speaker\_0: Oh, so they just put in that request, uh, two days ago. So it hasn't been sent in to be processed yet.

Speaker speaker\_1: Okay. Okay.

Speaker speaker\_0: Um, I reckon t- typically it takes one to two weeks for the new changes to happen. But you'll notice the change in your deductions on your paycheck and that's when I would call. The new, the new total that you would see is \$58.

Speaker speaker\_1: And I believe they still, they're, uh, they're ta- they're... I'm sorry, what is it?

Speaker speaker\_0: So right now you're paying \$41.16. Once they add your child to the coverage for the court order, it'd be \$58.31.

Speaker speaker\_1: Okay.

Speaker speaker\_0: What were you saying? I didn't mean to cut you.

Speaker speaker\_1: No, you're fine. You're fine. I was about to ask what you just basically told me, so it's fine.

Speaker speaker\_0: Okay. All right. So could you verify that you received those ID cards in your email? It should be from an info@benefitsinacard.com.

Speaker speaker\_1: Quick second.

Speaker speaker\_0: You're also missing a beneficiary for your life insurance policy. Would you like to add that information now?

Speaker speaker\_1: Um, yes, please. I believe I skipped that because I didn't have my, um, my son's, um, Socials at the time. Now would I still need it or...

Speaker speaker\_0: So you, and I will just need the first name and the last name and their relationship to you.

Speaker speaker\_1: Okay. Yeah, that's fine. I'll do that.

Speaker speaker\_0: All right. Whenever you're ready.

Speaker speaker\_1: Um, yeah. So the first name is Mahaj, M-A... and it's a hyphen, H-A-J. And the middle name is Rasheed, R-A-S-H-E-E-D. And then there's another middle name, Cornicher, C-O-R-N-I-T-C-H-E-R.

Speaker speaker\_0: Let me check that one more time. You said C-O-R?

Speaker speaker\_1: C-O-R-N-I-T-C-H-E-R. And then Kabar. So it should be Mahaj Rasheed Cornicher Kabar. And that's my son.

Speaker speaker\_0: All right. Got that updated for you.

Speaker speaker\_1: Right. And you said, uh, you know, I just got, you said it was for the medical and the dental?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay. Now do I just, um... Do I apply for the card or just... I just click the little link on, on it So there, there should be PDFs in the email that I sent you. Those are the, uh, those are PDFs for the ID card. Oh, okay. I see it at the bottom. I gotcha. Okay. So if I was supposed to go anywhere, just show them that until the physical card comes?

Speaker speaker\_0: So I'm... I was going to order you a physical one, but then since I see the co-ordinative services added, um, I'm just gonna wait until that get processed and then request, ask them if we should call and request a physical be sent. Because they're going to have to send... It takes one to two weeks for that physical card to get to you anyways.

Speaker speaker\_1: Okay. All right. Thank you so much, man. I appreciate it. Yeah. I see the, um, I see the card. Yeah. My main thing is just trying to see if I could add somebody on there too. So please, if you can find that out for me too, I would appreciate that. Thank you.

Speaker speaker\_0: Yes, sir. No problem. Was there anything else I can help you with today, Mr. Kabar?

Speaker speaker\_1: Oh, no, sir. That's it. Thank you so much.

Speaker speaker\_0: No problem. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_1: Uh, yes, sir. You too.

Speaker speaker\_0: Take care.