

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hey, Malcolm. My name's Charles Lacey. I'm an employee of Oxford. Um, I am trying to access my Benefits in a Card account, and it's telling me that it's been disabled. I've been out of a contract for a couple weeks now, so I don't know if I just in behind or need to make a payment or what I need to do on my benefits. So I was thinking maybe you could help me. What's the last four of your social? 2232. First name? Charles. Need that last name. All right, for security purposes, can you verify your address and date of birth for me? Yeah. The address is 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375. And, uh, you need a date of birth? Is that what you need? Yes, sir. Uh, July 23rd, 1965. Thank you. So, is that your phone number, 320-493-7763? Yes. And then your email is cal... c- uh, calaceys4@gmail.com? Right. Thank you. And you say you've been out of work for a couple weeks? Yeah. I ended a contract about two weeks ago. And, uh, I'm, I'm just... I need to find out do I need to make a payment on premiums or what I, what I need to do right now. Yes, sir. So it's showing that you didn't have coverage, you don't have coverage as of this week. That's probably why it's saying your coverage is inactive. Okay. So, can I, can I maintain coverage by making a payment, or do I have to have a contract in order to have benefits? So you can make direct payments up to four weeks, but after four weeks, you'll no longer have active coverage. Okay. Can I, can I make a payment now to, to get my coverage reinstated? Yes, sir. So, but I will have to remove the short-term disability from your coverage- Okay. ... in order for you to have it. All right, do you mind if I push up a brief photo ID for you? Sure, go ahead. There you go. Are you there, Mr. Lacey? Yes, sir. I'm here. All right. Thank you for holding and I can take that direct payment for you. Okay. So your total will be \$47.34 today. Okay. Can we just make two payments a day or for two weeks just so I can make sure I can... No, sir. Please. So you will have to call weekly to make the directed payment unfortunately. Okay, that's fine. All right. So is the address that's on file the same for the billing address for the card? Yes, it is. Let me get one more. All right. I'll wait for that card, whenever you are. Okay. It's 4130371300859600. Okay. And the CVC number? Uh, 265. And expiration date? 10 of 28. You said 10/28? Yes. Let me... All right. So you should get that email with the confirmation, says, "After this week, you will be able to make three more direct payments and then you'll no longer have coverage." Okay. Will, will coverage be activated today? Yes, sir. Okay. All righty. I don't have the email yet but it should show up sometime soon? Yes, sir. Okay. It should have been sent to that email, calacey@gmail.com. Yeah. Okay. Malcolm, thank you very much. I appreciate your help. No problem, Mr. Lacey. Was there anything else I can help you with today? No, sir. That did it. Thank you. No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hey, Malcolm. My name's Charles Lacey. I'm an employee of Oxford. Um, I am trying to access my Benefits in a Card account, and it's telling me that it's been disabled. I've been out of a contract for a couple weeks now, so I don't know if I just in behind or need to make a payment or what I need to do on my benefits. So I was thinking maybe you could help me.

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

Speaker speaker_1: 2232.

Speaker speaker_0: First name?

Speaker speaker_1: Charles.

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

Speaker speaker_1: Yeah. The address is 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375. And, uh, you need a date of birth? Is that what you need?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, July 23rd, 1965.

Speaker speaker_0: Thank you. So, is that your phone number, 320-493-7763?

Speaker speaker_1: Yes.

Speaker speaker_0: And then your email is cal... c- uh, calaceys4@gmail.com?

Speaker speaker_1: Right.

Speaker speaker_0: Thank you. And you say you've been out of work for a couple weeks?

Speaker speaker_1: Yeah. I ended a contract about two weeks ago. And, uh, I'm, I'm just... I need to find out do I need to make a payment on premiums or what I, what I need to do right now.

Speaker speaker_0: Yes, sir. So it's showing that you didn't have coverage, you don't have coverage as of this week. That's probably why it's saying your coverage is inactive.

Speaker speaker_1: Okay. So, can I, can I maintain coverage by making a payment, or do I have to have a contract in order to have benefits?

Speaker speaker_0: So you can make direct payments up to four weeks, but after four weeks, you'll no longer have active coverage.

Speaker speaker_1: Okay. Can I, can I make a payment now to, to get my coverage reinstated?

Speaker speaker_0: Yes, sir. So, but I will have to remove the short-term disability from your coverage-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in order for you to have it. All right, do you mind if I push up a brief photo ID for you?

Speaker speaker_1: Sure, go ahead.

Speaker speaker_0: There you go. Are you there, Mr. Lacey?

Speaker speaker_2: Yes, sir. I'm here.

Speaker speaker_0: All right. Thank you for holding and I can take that direct payment for you.

Speaker speaker_2: Okay.

Speaker speaker_0: So your total will be \$47.34 today.

Speaker speaker_2: Okay. Can we just make two payments a day or for two weeks just so I can make sure I can...

Speaker speaker_0: No, sir. Please. So you will have to call weekly to make the directed payment unfortunately.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_0: All right. So is the address that's on file the same for the billing address for the card?

Speaker speaker_2: Yes, it is.

Speaker speaker_0: Let me get one more. All right. I'll wait for that card, whenever you are.

Speaker speaker_2: Okay. It's 4130371300859600.

Speaker speaker_0: Okay. And the CVC number?

Speaker speaker_2: Uh, 265.

Speaker speaker_0: And expiration date?

Speaker speaker_2: 10 of 28.

Speaker speaker_0: You said 10/28?

Speaker speaker_2: Yes.

Speaker speaker_0: Let me... All right. So you should get that email with the confirmation, says, "After this week, you will be able to make three more direct payments and then you'll no

longer have coverage."

Speaker speaker_2: Okay. Will, will coverage be activated today?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay. All righty. I don't have the email yet but it should show up sometime soon?

Speaker speaker_0: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_0: It should have been sent to that email, calacey@gmail.com.

Speaker speaker_2: Yeah. Okay. Malcolm, thank you very much. I appreciate your help.

Speaker speaker_0: No problem, Mr. Lacey. Was there anything else I can help you with today?

Speaker speaker_2: No, sir. That did it. Thank you.

Speaker speaker_0: No problem. Thanks for calling Benefits in the Car. I hope you have a great rest of your week.

Speaker speaker_2: You too. Bye.