

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? You said I was gonna be allowed into this, uh, Benefits in the Card shit? In 30, within 30 days if I don't find out? What staffing company do you work for? Uh, Surge. All right, so that's a automatic text that goes out to new hires congratulating them on a job with Surge and letting 'em know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that they have to offer. Question is, what do they got to offer? Okay. What, what's the last four of your Social, sir? I'm gonna have to pull up your account. 0609. Give me one moment. All right. You need help with trying to remote? Yeah. All right, so what was the last four of your Social Security number again? 0609. First name? Marcos. Is that M-A-R-? C-O-S. O-S. Last name? Becton. B- B as in boy. B-E-C-T-O-N. For security purposes, can you verify your address and date of birth for me? 2840 Cypress Avenue, uh, 1112 Cypress Avenue. What was the address one more time? Say it again? What was your address? 2840 Cypress Avenue. I need a city, state and zip code as well. Dallas, Texas 75227. Thank you. So we got your phone number at 286-26216. Yes. And your email is mbeckon88@gmail.com? Yeah. Thank you. Okay. So they offer you medical, FreeRx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care and behavior health. For sure. So am I enrolled into all that? No, sir. Um, you have the option to get enrolled into it. But I was saying I can decline it because they do auto-enroll you into the preventative care plan. Oh. Ooh, so let's say if I was to get hired onto the company, that, that should've like, that'll like cancel it automatically or I gotta call y'all back? If you want it again declined, that can be done over the phone right now, and then you can pick your own health insurance options later. Yeah, let me do that. I'll do that later. Sorry about that. Go ahead and cancel everything and then I'll, I'll deal with my stuff later. All right. Well, if there's nothing else I can help you with today, Mr. Marcos- Say it again? You hear me? Is that- Yeah, that'll be it. From Benefits in the Card, I hope you have a great rest of your week. I appreciate it. You too. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: You said I was gonna be allowed into this, uh, Benefits in the Card shit? In 30, within 30 days if I don't find out?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Surge.

Speaker speaker_1: All right, so that's a automatic text that goes out to new hires congratulating them on a job with Surge and letting 'em know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that they have to offer.

Speaker speaker_2: Question is, what do they got to offer?

Speaker speaker_1: Okay. What, what's the last four of your Social, sir? I'm gonna have to pull up your account.

Speaker speaker_2: 0609.

Speaker speaker_1: Give me one moment. All right. You need help with trying to remote?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right, so what was the last four of your Social Security number again?

Speaker speaker_2: 0609.

Speaker speaker_1: First name?

Speaker speaker_2: Marcos.

Speaker speaker_1: Is that M-A-R-? C-O-S.

Speaker speaker_2: O-S.

Speaker speaker_1: Last name?

Speaker speaker_2: Becton. B-

Speaker speaker_3: B as in boy.

Speaker speaker_2: B-E-C-T-O-N.

Speaker speaker_3: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 2840 Cypress Avenue, uh, 1112 Cypress Avenue.

Speaker speaker_3: What was the address one more time?

Speaker speaker_2: Say it again?

Speaker speaker_3: What was your address?

Speaker speaker_2: 2840 Cypress Avenue.

Speaker speaker_3: I need a city, state and zip code as well.

Speaker speaker_2: Dallas, Texas 75227.

Speaker speaker_3: Thank you. So we got your phone number at 286-26216.

Speaker speaker_2: Yes.

Speaker speaker_3: And your email is mbeckon88@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_3: Thank you. Okay. So they offer you medical, FreeRx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accident, preventative care and behavior health.

Speaker speaker_2: For sure. So am I enrolled into all that?

Speaker speaker_3: No, sir. Um, you have the option to get enrolled into it. But I was saying I can decline it because they do auto-enroll you into the preventative care plan.

Speaker speaker_2: Oh. Ooh, so let's say if I was to get hired onto the company, that, that should've like, that'll like cancel it automatically or I gotta call y'all back?

Speaker speaker_3: If you want it again declined, that can be done over the phone right now, and then you can pick your own health insurance options later.

Speaker speaker_2: Yeah, let me do that. I'll do that later. Sorry about that. Go ahead and cancel everything and then I'll, I'll deal with my stuff later.

Speaker speaker_3: All right. Well, if there's nothing else I can help you with today, Mr. Marcos-

Speaker speaker_2: Say it again?

Speaker speaker_3: You hear me? Is that-

Speaker speaker_2: Yeah, that'll be it.

Speaker speaker_3: From Benefits in the Card, I hope you have a great rest of your week.

Speaker speaker_2: I appreciate it. You too.

Speaker speaker_3: Thank you.