

Transcript: VICTORIA

Taylor-6236705480425472-6735985681022976

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, I was wondering, how can I re- rein- reinst- reinstall my, um, my benefits? Hello? I'm here. Are you asking how you can reinstate your coverage? Yes. Yes. Okay. What's the name of the agency you work for? Surge Staffing. And the last... Okay. Ma'am- The last four... I'm sorry, what's the last four digits of your Social? 4067. And your first and last name? Larry Tarvin, T-A-R-V-I-N. Okay, and if you'll verify your address and date of birth. Uh, 3340 Harley Street, Apartment 07, Jackson, Mississippi 39209. Okay, and your date of birth? 7/16/1963. Gotcha. And you said the apartment number should be 07? Yep. Okay. We had a different apartment number, so I will update that and then phone number is 601-760-4027, or yeah, 4027? Yes. Email is gonna be firstandlastnamethenumber4@gmail.com. Correct. Okay. Um, let's see. So I can definitely reinstate, uh, the coverage that you had previously. Um, I do- do just wanna advise that reinstatement, um, with that it has to be exactly what you had previously, which is the MEC TeleRx for employee only. Um, and it looks like it, uh, took out \$15.16 a week outta your check. Oh, so I'm just reinstating my, uh, like my insurance? That what you're saying? Yes, this is for the insurance being offered through Surge Staffing. I was just clarifying that with reinstatements, it has to be the same policy you had previously. So if you're wanting a different policy or if you're wanting to add on to the enrollment, we would not be able to do that with a reinstatement. No, I don't wanna reinstate. I- I got, I got some insurance online. I didn't know that, what, what the other guy was saying, reinstate insurance. I got it online on the marketplace. Okay. So you don't need to reinstate? No, I already got insurance. Okay. Was it a text message that you got talking about that? Yeah. Oh, okay. I see. All righty. Well, if you're not wanting to reinstate, there's nothing you need to do on your end. Okay, thank you. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, I was wondering, how can I re- rein- reinst- reinstall my, um, my benefits? Hello?

Speaker speaker_0: I'm here. Are you asking how you can reinstate your coverage?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And the last... Okay.

Speaker speaker_1: Ma'am-

Speaker speaker_0: The last four... I'm sorry, what's the last four digits of your Social?

Speaker speaker_1: 4067.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Larry Tarvin, T-A-R-V-I-N.

Speaker speaker_0: Okay, and if you'll verify your address and date of birth.

Speaker speaker_1: Uh, 3340 Harley Street, Apartment 07, Jackson, Mississippi 39209.

Speaker speaker_0: Okay, and your date of birth?

Speaker speaker_1: 7/16/1963.

Speaker speaker_0: Gotcha. And you said the apartment number should be 07?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. We had a different apartment number, so I will update that and then phone number is 601-760-4027, or yeah, 4027?

Speaker speaker_1: Yes.

Speaker speaker_0: Email is gonna be firstandlastnamethenumber4@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, let's see. So I can definitely reinstate, uh, the coverage that you had previously. Um, I do- do just wanna advise that reinstatement, um, with that it has to be exactly what you had previously, which is the MEC TeleRx for employee only. Um, and it looks like it, uh, took out \$15.16 a week outta your check.

Speaker speaker_1: Oh, so I'm just reinstating my, uh, like my insurance? That what you're saying?

Speaker speaker_0: Yes, this is for the insurance being offered through Surge Staffing. I was just clarifying that with reinstatements, it has to be the same policy you had previously. So if you're wanting a different policy or if you're wanting to add on to the enrollment, we would not be able to do that with a reinstatement.

Speaker speaker_1: No, I don't wanna reinstate. I- I got, I got some insurance online. I didn't know that, what, what the other guy was saying, reinstate insurance. I got it online on the marketplace.

Speaker speaker_0: Okay. So you don't need to reinstate?

Speaker speaker_1: No, I already got insurance.

Speaker speaker_0: Okay. Was it a text message that you got talking about that?

Speaker speaker_1: Yeah.

Speaker speaker_0: Oh, okay. I see. All righty. Well, if you're not wanting to reinstate, there's nothing you need to do on your end.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Have a good day.