

Transcript: Malcolm

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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? Oh, hi, Malcolm, uh, this is Ronald Wang. I just have a question regarding, uh, uh, some emails I received from Benefits of a Card, uh, recently. All right. How can I help you? Yeah. Uh, specifically, uh, I need to add my wife's email as my, uh... what do you call it? My wife and I both have insurance. I'm the primary. My- I guess my wife's the secondary. But, uh, upon the, like, Benefits in a Card portal, both my wife and my email are the same. And I was wondering if we could change my wife's email to our actual email address instead of my email address. Is what I'm asking, um, making sense? Yes, sir. Of course. So you just need to change her enrollment... You just need to change her email address, that's it? Y- yes. Her enrollment email address. Cor-correct, yes. Okay. So is it under your name or her name? Uh... The insurance is... The insurance plan is under my name, but I purchased it for like, you know, myself and a spouse. So she has... I guess the question is, can you check if my wife and I have... How do I say this? It sh- it should be under her name, but it's my insurance, if that makes sense. So if it's under your name, it would be your insurance. It wouldn't be... Everything will be under your name. She wouldn't have cards with her name on or anything separate like that. Does that make sense? O- oh, okay. So... Yeah. O- okay. That, that does make sense. But I guess, uh, then she won't have her own, like, separate enrollment email or enrollment portal. Is that correct? No, sir. It'll be all under your name. O- oh, okay. So that's why I essentially received two enrollment email, both, like, addressed to my wife and me, but everything has to be under my, I guess, email address or my account. Yes, sir, because you're the main policy holder. Gotcha, gotcha. Okay. Then, uh, j- just to reiterate what I've... uh, what I heard, since I'm the main policy hold- holder, uh, the, the portal, there's, there's essentially only one user for our... uh, for that portal. So my wife will not have her unique, I guess, user... u- there'll not be another enrollment for her, everything will just be shared under my portal address but her and I claims will be separated, I guess. Sorry if I'm, uh- All of it, all of it will be under your name, sir. She's just a bene- beneficiary under your policy. But every- so everything- Yeah. ... will be under your name. Okay. No, uh... No, I know. That, that makes sense. I think you answered all my questions, sir. All right. Well, was there anything else I can help you with today? Oh. No, good question. Thank you so much. Sorry for my- No, you're fine, man. That's what I'm here for. ... lovely decision. If you have any more questions- All right. ... feel free to give us a call back. We're open 8:00 AM- Okay. ... to 8:00 PM Eastern Time, Monday through Friday. All right. Thank you. Appreciate it, sir. No problem. You have a great day, man. You too. Bye-bye. Thank you. Bye.

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: Oh, hi, Malcolm, uh, this is Ronald Wang. I just have a question regarding, uh, uh, some emails I received from Benefits of a Card, uh, recently.

Speaker speaker_1: All right. How can I help you?

Speaker speaker_2: Yeah. Uh, specifically, uh, I need to add my wife's email as my, uh... what do you call it? My wife and I both have insurance. I'm the primary. My- I guess my wife's the secondary. But, uh, upon the, like, Benefits in a Card portal, both my wife and my email are the same. And I was wondering if we could change my wife's email to our actual email address instead of my email address. Is what I'm asking, um, making sense?

Speaker speaker_1: Yes, sir. Of course. So you just need to change her enrollment... You just need to change her email address, that's it?

Speaker speaker_2: Y- yes. Her enrollment email address. Cor-correct, yes.

Speaker speaker_1: Okay. So is it under your name or her name?

Speaker speaker_2: Uh... The insurance is... The insurance plan is under my name, but I purchased it for like, you know, myself and a spouse. So she has... I guess the question is, can you check if my wife and I have... How do I say this? It sh- it should be under her name, but it's my insurance, if that makes sense.

Speaker speaker_1: So if it's under your name, it would be your insurance. It wouldn't be... Everything will be under your name. She wouldn't have cards with her name on or anything separate like that. Does that make sense?

Speaker speaker_2: O- oh, okay. So... Yeah. O- okay. That, that does make sense. But I guess, uh, then she won't have her own, like, separate enrollment email or enrollment portal. Is that correct?

Speaker speaker_1: No, sir. It'll be all under your name.

Speaker speaker_2: O- oh, okay. So that's why I essentially received two enrollment email, both, like, addressed to my wife and me, but everything has to be under my, I guess, email address or my account.

Speaker speaker_1: Yes, sir, because you're the main policy holder.

Speaker speaker_2: Gotcha, gotcha. Okay. Then, uh, j- just to reiterate what I've... uh, what I heard, since I'm the main policy hold- holder, uh, the, the portal, there's, there's essentially only one user for our... uh, for that portal. So my wife will not have her unique, I guess, user... u- there'll not be another enrollment for her, everything will just be shared under my portal address but her and I claims will be separated, I guess. Sorry if I'm, uh-

Speaker speaker_1: All of it, all of it will be under your name, sir. She's just a beneficiary under your policy. But every- so everything-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... will be under your name.

Speaker speaker_2: Okay. No, uh... No, I know. That, that makes sense. I think you answered all my questions, sir.

Speaker speaker_1: All right. Well, was there anything else I can help you with today?

Speaker speaker_2: Oh. No, good question. Thank you so much. Sorry for my-

Speaker speaker_1: No, you're fine, man. That's what I'm here for.

Speaker speaker_2: ... lovely decision.

Speaker speaker_1: If you have any more questions-

Speaker speaker_2: All right.

Speaker speaker_1: ... feel free to give us a call back. We're open 8:00 AM-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: All right. Thank you. Appreciate it, sir.

Speaker speaker_1: No problem. You have a great day, man.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.