

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes, uh, my name is Jennifer Rayburn. Um, I just started with, um, Hamilton-Riker, I wanna say about three weeks ago. And, um, I had signed up for, um, for, um, health insurance but apparently I'm, uh, messed up 'cause I was trying to get, uh, uh, insurance for me and my w- my spouse. And I think I'm, I have enrolled like, two different times and, um, I, I needed to get it to where... 'Cause, uh, my card came in as only for me only and, uh, but I need it to be, uh, for me and my wife. All right. You said Hamilton-Riker? Yes, sir. What's the last four of your Social? Um, 5529. First name? Jennifer. Last name? Rayburn. R-A-Y-B-U-R-N. Security purposes, can you verify your address and date of birth for me? Um, it's 145 McAuley Street, Ashley, Mississippi 38603. And my date of birth is January 28th, 1983. Thank you. So we got your phone number, 662-750-4863? Yes, sir. And I got email as jnrayburn1983 at gmail.com? Yes, sir. Thank you. All right. So you just want to change everything that you have for you and your spouse? Uh, yes. Okay. So your total will go up to \$77.11. That'll be deducted weekly. Do you authorize the employer to make these deductions? Uh, yes, sir. Let's see. Thank you. All right. Please be advised that the coverage will take one to two weeks to change. Okay. It is possible to see the regular deductions that are \$50.61 for two weeks. Right after two weeks, you should see the new total of the \$77.11. Okay. And I do need to get your dependent information. I will need first name, last name, Social Security, and the date of the birth. Okay. Um, first name is, uh, Mary. Last name is Rayburn. Is Mary M-A-R-Y? Yes. All right. And now for the Social. 4-0-4-0-9-4-7-6-0-0-3. You said 409-47-6003? Yes, sir. And the date of birth? Uh, 12-7-77. You said 12-7-1977? Yes, sir. Thank you. All right. I got that updated for you. Okay. All right. So just so you know, um, you probably won't receive a new medical card because there won't be a card with her name on it. It will just be under your name. Okay. So, uh, w- once, once, once she starts, um, taking out of my check, um, I can use those... She can use these cards as them? Yes, ma'am. Okay. All right. Thank you very much. That's all I needed. There's nothing else, Ms. Rayburn. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. Thank you. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Yes, uh, my name is Jennifer Rayburn. Um, I just started with, um, Hamilton-Riker, I wanna say about three weeks ago. And, um, I had signed up for, um, for,

um, health insurance but apparently I'm, uh, messed up 'cause I was trying to get, uh, uh, insurance for me and my w- my spouse. And I think I'm, I have enrolled like, two different times and, um, I, I needed to get it to where... 'Cause, uh, my card came in as only for me only and, uh, but I need it to be, uh, for me and my wife.

Speaker speaker_0: All right. You said Hamilton-Riker?

Speaker speaker_1: Yes, sir.

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

Speaker speaker_1: Um, 5529.

Speaker speaker_0: First name?

Speaker speaker_1: Jennifer.

Speaker speaker_0: Last name?

Speaker speaker_1: Rayburn. R-A-Y-B-U-R-N.

Speaker speaker_0: Security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Um, it's 145 McAuley Street, Ashley, Mississippi 38603. And my date of birth is January 28th, 1983.

Speaker speaker_0: Thank you. So we got your phone number, 662-750-4863?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And I got email as jnrayburn1983 at gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right. So you just want to change everything that you have for you and your spouse?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. So your total will go up to \$77.11. That'll be deducted weekly. Do you authorize the employer to make these deductions?

Speaker speaker_1: Uh, yes, sir.

Speaker speaker_0: Let's see. Thank you. All right. Please be advised that the coverage will take one to two weeks to change.

Speaker speaker_1: Okay.

Speaker speaker_0: It is possible to see the regular deductions that are \$50.61 for two weeks. Right after two weeks, you should see the new total of the \$77.11.

Speaker speaker_1: Okay.

Speaker speaker_0: And I do need to get your dependent information. I will need first name, last name, Social Security, and the date of the birth.

Speaker speaker_1: Okay. Um, first name is, uh, Mary. Last name is Rayburn.

Speaker speaker_0: Is Mary M-A-R-Y?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And now for the Social.

Speaker speaker_1: 4-0-4-0-9-4-7-6-0-0-3.

Speaker speaker_0: You said 409-47-6003?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the date of birth?

Speaker speaker_1: Uh, 12-7-77.

Speaker speaker_0: You said 12-7-1977?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right. I got that updated for you.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So just so you know, um, you probably won't receive a new medical card because there won't be a card with her name on it. It will just be under your name.

Speaker speaker_1: Okay. So, uh, w- once, once, once she starts, um, taking out of my check, um, I can use those... She can use these cards as them?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay. All right. Thank you very much. That's all I needed.

Speaker speaker_0: There's nothing else, Ms. Rayburn. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.