

## **Transcript: Malcolm**

**Nash-4724731824619520-4681736651849728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... benefits and the card. This is Malcolm. How can I help you? Yes, um, my name's Robin Wright and, um, I started working for Surge about a month ago. And, um, I- is this like insurance through them? Yes, ma'am, it's health insurance offered through Surge. Okay. Uh, how do I sign up for that? So it is possible that you already been auto-enrolled. Mm-hmm. What's the last four of your social? 0944. First name? Robin, R-O-B-I-N. Last name? Wright, W-R-I-G-H-T. And for security purposes, can you verify your address and date of birth for me? Yes. It's 121 10th Street Northwest, Arab, Alabama 35016 and my birthday is 12-8-88. Thank you. So your phone number is 256-640-7853? Yes. And your email is robincwright256@gmail.com? Yes. Let's see. All right, so yeah, it looks like they already have you auto-enrolled into an MEC preventive care plan. Mm-hmm. Doesn't look like a deduction was taken, been taken yet though. Um, and if you want to get enrolled into more plans, I'll have to do an eligibility review because you have multiple hire dates in the system. Mm-hmm. And then that will take 24 to 48 hours to review. But if you don't mind me doing that, I can do that for you and tell if you're eligible- Yes. ... or not and I can reach back out to you. Okay. All right. So did you want me to cancel that process in the meantime or did you just want to keep that? Um, I want to keep that. Mostly, um, I need, like, insurance just for the doctor and things like that. Okay. All right. So I just sent in that request for your review. Please be advised it does take 24 hours and once I hear back from them, I'll let you know if you're eligible to get enrolled or not. Okay, great. Thank you so much. No problem. Was there anything else I could help you with today? I don't think so. Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too. Thank you. Thank you. Thanks. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... benefits and the card. This is Malcolm. How can I help you?

Speaker speaker\_2: Yes, um, my name's Robin Wright and, um, I started working for Surge about a month ago. And, um, I- is this like insurance through them?

Speaker speaker\_1: Yes, ma'am, it's health insurance offered through Surge.

Speaker speaker\_2: Okay. Uh, how do I sign up for that?

Speaker speaker\_1: So it is possible that you already been auto-enrolled.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: 0944.

Speaker speaker\_1: First name?

Speaker speaker\_2: Robin, R-O-B-I-N.

Speaker speaker\_1: Last name?

Speaker speaker\_2: Wright, W-R-I-G-H-T.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth for me?

Speaker speaker\_2: Yes. It's 121 10th Street Northwest, Arab, Alabama 35016 and my birthday is 12-8-88.

Speaker speaker\_1: Thank you. So your phone number is 256-640-7853?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is robincwright256@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Let's see. All right, so yeah, it looks like they already have you auto-enrolled into an MEC preventive care plan.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Doesn't look like a deduction was taken, been taken yet though. Um, and if you want to get enrolled into more plans, I'll have to do an eligibility review because you have multiple hire dates in the system.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then that will take 24 to 48 hours to review. But if you don't mind me doing that, I can do that for you and tell if you're eligible-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... or not and I can reach back out to you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. So did you want me to cancel that process in the meantime or did you just want to keep that?

Speaker speaker\_2: Um, I want to keep that. Mostly, um, I need, like, insurance just for the doctor and things like that.

Speaker speaker\_1: Okay. All right. So I just sent in that request for your review. Please be advised it does take 24 hours and once I hear back from them, I'll let you know if you're eligible to get enrolled or not.

Speaker speaker\_2: Okay, great. Thank you so much.

Speaker speaker\_1: No problem. Was there anything else I could help you with today?

Speaker speaker\_2: I don't think so.

Speaker speaker\_1: Okay. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Thanks. Bye.