

Transcript: Malcolm

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Full Transcript

... to come, benefits in the card. This is a map of my- Yeah, uh, I'd like to speak with Bic. With who, sir? B-I-C, Bic. Back- This is Benefits in a Card, sir. How can I help you? Oh, this is Ferris Carter. I wanna, um, uh, enroll. I got a text to enroll. Which staffing company do you work for? MAU. I work at, uh, Millican in Pine Mountain, Georgia. What's the last four of your social? 125564. First name? Ferris. Repeat that, Ferris? Yes. F-E-R-R-I-S. Last name? Carter. For security purposes, can you verify your address and date of birth for me? PO Box 591, Pine Mountain, Georgia, zip code 31822. Um, uh, 2586... Um, 82568. Thank you. Your PGI go phone number is 562-3081. Yeah. And your email's ferriscarter@gmail.com. Yeah, but I don't, I don't use that. All right. What's the email for you? Uh, I don't use this. Uh, uh, you can use that one, but I, I really don't, don't use that, but anyway. Thank you, thank you. All right, so it looks like you're already enrolled in s-... Go ahead. Go ahead? You go ahead. Go ahead. So it looks like you are, you're enrolled in the coverage. You got the group accident, the dental, short-term disability, the critical illness and the NEC enhanced. Yeah. I m- I mean, it was a text to, to, to redo it or something about that. I don't know. I just thought I had 17 days. Well, it rolls, it rolls over so you wouldn't have to re-enroll in it. Okay, it rolls over? Okay. Yeah. So what I have to do just check in with you and let you know? What do you mean? Well, I got, I got a text sayin' that, "They called this number and, and, and re-upped the insurance." But I guess it was a basic text for everybody, I guess, I don't know. Yes, sir. That's most likely what happened 'cause you are already enrolled into the coverage. There's a line of texts letting 'em know they're there, Thomas. Excuse me, sir. Mm-hmm. That their window, that their window is closing for the open enrollment 'cause it does end on f- this Friday. Say that one more time, please? Just a automatic text letting the hires know that, letting employers know that the open enrollment ends on Friday. And that will- Oh, okay. ... last opportunity to get enrolled if they make any changes. Oh, okay. So every year, I mean, it, I mean, I wouldn't have had... I, I wouldn't have had to make this... If I hadn't made this call, it would've been okay. There'd still rollover. That's what you're saying? Yes, sir. Oh, okay. All right. All right. I don't, I don't wanna make a- Mr. Carter? Mr. Carter? You said, you said I got dental insurance also? Yeah, group accident, dental, short-term disability, critical illness and NEC enhanced. Well, who do I need to see about sending me another card because, uh, I need to replace my card? I can get you a new ID card sent. Okay, okay. What ID card do you need? Sir? Which one do you need? Uh, about all of it. No, I'm, I'm, I'm saying my insurance card. That's what I'm saying. Yes, sir. You'll, so you want them to be sent physically? Yes, sir. Sorry, are you living at home or an apartment? I live at home. PO Box 591, Pine Mountain, Georgia. Zip code 31822. Yes, so you're sending it to the PO box? Yes. Okay. All right. So to expand that request for an understanding, it'll take one to two weeks to get to you, Mr. Carter. Is there anything else I can help you with today? No, sir. That'll be all. All right. ... there's nothing more. It's a common

benefits in the card. I hope you have a great rest of your week. All right. Thank you. No problem, sir.

Conversation Format

Speaker speaker_0: ... to come, benefits in the card. This is a map of my-

Speaker speaker_1: Yeah, uh, I'd like to speak with Bic.

Speaker speaker_0: With who, sir?

Speaker speaker_1: B-I-C, Bic. Back-

Speaker speaker_0: This is Benefits in a Card, sir. How can I help you?

Speaker speaker_1: Oh, this is Ferris Carter. I wanna, um, uh, enroll. I got a text to enroll.

Speaker speaker_0: Which staffing company do you work for?

Speaker speaker_1: MAU. I work at, uh, Millican in Pine Mountain, Georgia.

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

Speaker speaker_1: 125564.

Speaker speaker_0: First name?

Speaker speaker_1: Ferris.

Speaker speaker_0: Repeat that, Ferris?

Speaker speaker_1: Yes. F-E-R-R-I-S.

Speaker speaker_0: Last name?

Speaker speaker_1: Carter.

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

Speaker speaker_1: PO Box 591, Pine Mountain, Georgia, zip code 31822. Um, uh, 2586... Um, 82568.

Speaker speaker_0: Thank you. Your PGI go phone number is 562-3081.

Speaker speaker_1: Yeah.

Speaker speaker_0: And your email's ferriscarter@gmail.com.

Speaker speaker_1: Yeah, but I don't, I don't use that.

Speaker speaker_0: All right. What's the email for you?

Speaker speaker_1: Uh, I don't use this. Uh, uh, you can use that one, but I, I really don't, don't use that, but anyway. Thank you, thank you.

Speaker speaker_0: All right, so it looks like you're already enrolled in s-... Go ahead.

Speaker speaker_1: Go ahead? You go ahead. Go ahead.

Speaker speaker_0: So it looks like you are, you're enrolled in the coverage. You got the group accident, the dental, short-term disability, the critical illness and the NEC enhanced.

Speaker speaker_1: Yeah. I m- I mean, it was a text to, to, to redo it or something about that. I don't know. I just thought I had 17 days.

Speaker speaker_0: Well, it rolls, it rolls over so you wouldn't have to re-enroll in it.

Speaker speaker_1: Okay, it rolls over? Okay.

Speaker speaker_0: Yeah.

Speaker speaker_1: So what I have to do just check in with you and let you know?

Speaker speaker_0: What do you mean?

Speaker speaker_1: Well, I got, I got a text sayin' that, "They called this number and, and, and re-upped the insurance." But I guess it was a basic text for everybody, I guess, I don't know.

Speaker speaker_0: Yes, sir. That's most likely what happened 'cause you are already enrolled into the coverage. There's a line of texts letting 'em know they're there, Thomas. Excuse me, sir.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: That their window, that their window is closing for the open enrollment 'cause it does end on f- this Friday.

Speaker speaker_1: Say that one more time, please?

Speaker speaker_0: Just a automatic text letting the hires know that, letting employers know that the open enrollment ends on Friday. And that will-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... last opportunity to get enrolled if they make any changes.

Speaker speaker_1: Oh, okay. So every year, I mean, it, I mean, I wouldn't have had... I, I wouldn't have had to make this... If I hadn't made this call, it would've been okay. There'd still rollover. That's what you're saying?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Oh, okay. All right. All right. I don't, I don't wanna make a-

Speaker speaker_0: Mr. Carter? Mr. Carter?

Speaker speaker_1: You said, you said I got dental insurance also?

Speaker speaker_0: Yeah, group accident, dental, short-term disability, critical illness and NEC enhanced.

Speaker speaker_1: Well, who do I need to see about sending me another card because, uh, I need to replace my card?

Speaker speaker_0: I can get you a new ID card sent.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: What ID card do you need?

Speaker speaker_1: Sir?

Speaker speaker_0: Which one do you need?

Speaker speaker_1: Uh, about all of it. No, I'm, I'm, I'm saying my insurance card. That's what I'm saying.

Speaker speaker_0: Yes, sir. You'll, so you want them to be sent physically?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Sorry, are you living at home or an apartment?

Speaker speaker_1: I live at home. PO Box 591, Pine Mountain, Georgia. Zip code 31822.

Speaker speaker_0: Yes, so you're sending it to the PO box?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. So to expand that request for an understanding, it'll take one to two weeks to get to you, Mr. Carter. Is there anything else I can help you with today?

Speaker speaker_1: No, sir. That'll be all.

Speaker speaker_0: All right.

Speaker speaker_2: ... there's nothing more. It's a common benefits in the card. I hope you have a great rest of your week.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: No problem, sir.