

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? All right, um, I was just calling this number. I had got a message, so saying about open enrollment. So- What staffing company do you work for? Say that again. What staffing company do you work for? Uh, Wagner. What did the message say? I'm sorry, say that again. You were breaking up. I said, what did the message say? Uh, it says it's open enrollment for Wagner Staffing called Benefits in a Card, and then it says to, uh, add the number and then to enroll in benefits or make changes before, uh, January 31st, or- Yeah, so it's health insurance. ... yeah, January 31st. Just to let you know that... Just to let you know that you guys are in open enrollment to get enrolled into the health insurance offer through Wagner. Okay, um, I would like to enroll if it's, if that's possible. Yeah, what's the last four of your social? You said the last four of my Social? Mm-hmm. 9784. First name? Kennedy, K-E-N-N-E-D-Y. You say Kennedy? Yes, Kennedy. And you said the last four was 5784? 9784. Okay. Only for security purposes, can you verify your address and date of birth for me? I'm sorry, say that one more time. You were breaking up. I think I heard date of birth. I didn't hear the first, um, thing. I said, for security purposes, can you verify your address and date of birth for me? Yes. My own address is 747 Georgia Highway 128, Roberta, Georgia 31078. And my birthday is June 26th, 2003. So that's not the address that we have on file. It's probably... It's probably under, um, where I... 'cause I just moved. So, um, I'm just thinking might be 502 First Haven Drive, Bonaire, Georgia. Mm-hmm. Can you verify what's your full Social? 667-209-784. Okay. So we got a PO Box 496, Roberta Ge- Roberta Georgia. Oh! Roberta, Georgia. I do... Okay, yeah, I forgot. I did change it over to the PO box. I didn't put just my address. Okay. Does that still correct, the new number? Yes, PO Box 496, Roberta, Georgia, yes. Yep, all right, so we got your phone number at 478-621-8839. Yes. And then the email is kennedy.preston@icloud.com? Correct. Thank you. So it looks like you're already enrolled with the covers. You had the NBC stand-alone, the group accident, the dental and the vision. Oh, I did? Okay. Yeah. Are we wanting to make changes or add anything? Uh, I really didn't... I didn't know I had insurance under them. I, I really didn't know. Say that again, ma'am? I said I didn't know I had insurance under them. I didn't know I, um, had enrolled. I guess I forgot I did. That's it. Did you want to make any changes? Want to add anything? Um, no, I didn't want to make any changes. And you said it covers medical, dental, just those two? So you have medical, dental, vision and the group accident. Okay, got you. Okay. And it's active? Yes, ma'am. Okay. We've been active since 12-23-24. Okay. Actually... All right. Uh, so it doesn't look like it's active for this week. No deduction was taken last week to pay for this week's coverage. Oh. You just want me to add my check for it? Yes, ma'am, 'cause it is deducted automatically. Um, so does it mean it's, like, still on? Like, will it... Well, okay. Well, uh, this, this week you don't have active coverage 'cause no deduction was taken

to pay for your premium. Okay. And so it's like, next week some is taken out, it'll be active? Yes, ma'am. Okay. So it takes it out a... It takes it out a week prior. So if it takes it out this week, it'll pay for next week's coverage. Okay, got you. All right. Well, was there anything else I could help you with today, Ms. Preston? Oh, no, that's all. Okay, there's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you.

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: All right, um, I was just calling this number. I had got a message, so saying about open enrollment. So-

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Say that again.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Wagner.

Speaker speaker_1: What did the message say?

Speaker speaker_2: I'm sorry, say that again. You were breaking up.

Speaker speaker_1: I said, what did the message say?

Speaker speaker_2: Uh, it says it's open enrollment for Wagner Staffing called Benefits in a Card, and then it says to, uh, add the number and then to enroll in benefits or make changes before, uh, January 31st, or-

Speaker speaker_1: Yeah, so it's health insurance.

Speaker speaker_2: ... yeah, January 31st.

Speaker speaker_1: Just to let you know that... Just to let you know that you guys are in open enrollment to get enrolled into the health insurance offer through Wagner.

Speaker speaker_2: Okay, um, I would like to enroll if it's, if that's possible.

Speaker speaker_1: Yeah, what's the last four of your social?

Speaker speaker_2: You said the last four of my Social?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 9784.

Speaker speaker_1: First name?

Speaker speaker_2: Kennedy, K-E-N-N-E-D-Y.

Speaker speaker_1: You say Kennedy?

Speaker speaker_2: Yes, Kennedy.

Speaker speaker_1: And you said the last four was 5784?

Speaker speaker_2: 9784.

Speaker speaker_1: Okay. Only for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: I'm sorry, say that one more time. You were breaking up. I think I heard date of birth. I didn't hear the first, um, thing.

Speaker speaker_1: I said, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Yes. My own address is 747 Georgia Highway 128, Roberta, Georgia 31078. And my birthday is June 26th, 2003.

Speaker speaker_1: So that's not the address that we have on file.

Speaker speaker_2: It's probably... It's probably under, um, where I... 'cause I just moved. So, um, I'm just thinking might be 502 First Haven Drive, Bonaire, Georgia.

Speaker speaker_1: Mm-hmm. Can you verify what's your full Social?

Speaker speaker_2: 667-209-784.

Speaker speaker_1: Okay. So we got a PO Box 496, Roberta Ge- Roberta Georgia.

Speaker speaker_2: Oh!

Speaker speaker_1: Roberta, Georgia.

Speaker speaker_2: I do... Okay, yeah, I forgot. I did change it over to the PO box. I didn't put just my address. Okay.

Speaker speaker_1: Does that still correct, the new number?

Speaker speaker_2: Yes, PO Box 496, Roberta, Georgia, yes.

Speaker speaker_1: Yep, all right, so we got your phone number at 478-621-8839.

Speaker speaker_2: Yes.

Speaker speaker_1: And then the email is kennedy.preston@icloud.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Thank you. So it looks like you're already enrolled with the covers. You had the NBC stand-alone, the group accident, the dental and the vision.

Speaker speaker_2: Oh, I did? Okay.

Speaker speaker_1: Yeah. Are we wanting to make changes or add anything?

Speaker speaker_2: Uh, I really didn't... I didn't know I had insurance under them. I, I really didn't know.

Speaker speaker_1: Say that again, ma'am?

Speaker speaker_2: I said I didn't know I had insurance under them. I didn't know I, um, had enrolled. I guess I forgot I did.

Speaker speaker_1: That's it. Did you want to make any changes? Want to add anything?

Speaker speaker_2: Um, no, I didn't want to make any changes. And you said it covers medical, dental, just those two?

Speaker speaker_1: So you have medical, dental, vision and the group accident.

Speaker speaker_2: Okay, got you. Okay. And it's active?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: We've been active since 12-23-24.

Speaker speaker_2: Okay.

Speaker speaker_1: Actually...

Speaker speaker_2: All right.

Speaker speaker_1: Uh, so it doesn't look like it's active for this week. No deduction was taken last week to pay for this week's coverage.

Speaker speaker_2: Oh. You just want me to add my check for it?

Speaker speaker_1: Yes, ma'am, 'cause it is deducted automatically.

Speaker speaker_2: Um, so does it mean it's, like, still on? Like, will it... Well, okay.

Speaker speaker_1: Well, uh, this, this week you don't have active coverage 'cause no deduction was taken to pay for your premium.

Speaker speaker_2: Okay. And so it's like, next week some is taken out, it'll be active?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: So it takes it out a... It takes it out a week prior. So if it takes it out this week, it'll pay for next week's coverage.

Speaker speaker_2: Okay, got you.

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

Speaker speaker_2: Oh, no, that's all.

Speaker speaker_1: Okay, there's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.