

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in a Card, this is Malcolm. How can I help you? Yes. Um, my name Nicole Fore and I work for Mega Force Morley's in Bennettville. And I just, uh, applied, um, for the... enrolled for the, um, Medicare through my job. So- Mm. This isn't Medicare. This is Benefits in a Card. Oh. Well, with the... uh, what, what is... they told me to call y'all. And what staffing company do you work for? Mega Force. So last four of your Social. 0919. First name? Nicole. N-I-C-O-L-E. Last name Fore, F-O-R-E. For security purposes, can you verify your address and date of birth for me? Uh, 78... uh, 7860 Aubrey Drive, Gibson, North Carolina. And- Your date of birth? January 29th, 1996. Thank you. How can I help you today, Ms. Fore? I just, uh, wanted to, uh, know my, um, my benefit number or whatever. The IQ number? If I have it. So you, you just got enrolled. Your, your coverage isn't active yet. It takes one to two weeks for the enrollment process. Once you see that first deduction from your paycheck and we see it in our system, your coverage should become active that following Monday. Okay. Um, and the card, uh, it comes in the mail, don't it? So, um, once your coverage becomes active, if you want a physical copy... Well, actually, yes, it does come in the mail. Uh, yeah, could... Uh, like, I'm trying to get a copy so I can give it to my, um, my dentist by Thursday. So you don't have... You don't have any active coverage yet, ma'am. You won't have coverage by Thursday. Okay, that's fine. But the date- I just, I wanted... I just wanted to have knowledge of when. You know what I'm saying? Yes, ma'am. So I wouldn't be able to tell you exactly when, but I can tell you the enrollment process takes one to two weeks from whatever date you got enrolled. And once you see that first deduction- Okay. ... from your paycheck and we see it in our system, that following Monday is when your coverage will be active. Okay. Thank you. No problem, Ms. Nicole. Was there anything else I can help you with today? No, sir. Thanks for calling Benefits in a Card. I hope you have a great weekend. You too. Thank you. Oh.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: Yes. Um, my name Nicole Fore and I work for Mega Force Morley's in Bennettville. And I just, uh, applied, um, for the... enrolled for the, um, Medicare through my job.

Speaker speaker_1: So-

Speaker speaker_2: Mm.

Speaker speaker_1: This isn't Medicare. This is Benefits in a Card.

Speaker speaker_2: Oh. Well, with the... uh, what, what is... they told me to call y'all.

Speaker speaker_1: And what staffing company do you work for?

Speaker speaker_2: Mega Force.

Speaker speaker_1: So last four of your Social.

Speaker speaker_2: 0919.

Speaker speaker_1: First name?

Speaker speaker_2: Nicole. N-I-C-O-L-E. Last name Fore, F-O-R-E.

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

Speaker speaker_2: Uh, 78... uh, 7860 Aubrey Drive, Gibson, North Carolina. And-

Speaker speaker_1: Your date of birth?

Speaker speaker_2: January 29th, 1996.

Speaker speaker_1: Thank you. How can I help you today, Ms. Fore?

Speaker speaker_2: I just, uh, wanted to, uh, know my, um, my benefit number or whatever. The IQ number? If I have it.

Speaker speaker_1: So you, you just got enrolled. Your, your coverage isn't active yet. It takes one to two weeks for the enrollment process. Once you see that first deduction from your paycheck and we see it in our system, your coverage should become active that following Monday.

Speaker speaker_2: Okay. Um, and the card, uh, it comes in the mail, don't it?

Speaker speaker_1: So, um, once your coverage becomes active, if you want a physical copy... Well, actually, yes, it does come in the mail.

Speaker speaker_2: Uh, yeah, could... Uh, like, I'm trying to get a copy so I can give it to my, um, my dentist by Thursday.

Speaker speaker_1: So you don't have... You don't have any active coverage yet, ma'am. You won't have coverage by Thursday.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: But the date-

Speaker speaker_2: I just, I wanted... I just wanted to have knowledge of when. You know what I'm saying?

Speaker speaker_1: Yes, ma'am. So I wouldn't be able to tell you exactly when, but I can tell you the enrollment process takes one to two weeks from whatever date you got enrolled. And once you see that first deduction-

Speaker speaker_2: Okay.

Speaker speaker_1: ... from your paycheck and we see it in our system, that following Monday is when your coverage will be active.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem, Ms. Nicole. Was there anything else I can help you with today?

Speaker speaker_2: No, sir.

Speaker speaker_1: Thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Oh.