

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Malcolm. How can I help you? Hey, Malcolm. Um, I'm calling in regards to my, um, insurance. I work for Surge- Uh-huh. ... and, um, I have my... I current- I currently have my card on me right now, and, um, I just didn't know where my policy number was located on my card. Okay. Um, what's the last four of your Social? Uh, 8529. First name? I just need my pol- I just need my policy number, uh, for, for my child support, um, because it, it's asking about my, uh, insurance for work. Yes, sir. What's your first name? Donald. You said Donald? Last name? Mm-hmm. Allen. All right. For security purposes- And I believe there's a V. Yeah, there's, I believe there's a V at the end of that. Right. For security purposes, can you verify your address and date of birth for me? Yeah. Um, 9385 Mount Vernon Road, June 24th, 1999. Okay. And what was the city, state, and zip code? Oh, uh, St. Louisville, Ohio 43071. Thank you. Okay. Your phone number is 161-494-9906? Uh, no. Uh, my, my phone number is 614-949-9063. You said 614- Yeah. 949-90-63. Thank you. And the email is donnie.allen925@gmail.com? Yes, sir. Thank you. Wait, and you say you just need your policy number? Yeah. I, I need to, uh... I have a child support enforcement, uh, paper I have to send to the agency. Uh, it's just so that they can start taking it, taking out of my paycheck every week. Um, I, I just need my policy number. Well, I need my policy number and, yeah, yeah, that's pretty much it. And, oh, I ha- I do have a question though. Is there any, is there a way that I can put, um, that I can put my daughter on this by any chance? So y- you wouldn't be able to make any additional add-ons be- at this moment because you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point you have to wait- Oh. ... for our company open enrollment period, which for Surge has already passed for this year. So at this point you have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to make any additional changes. But if it's court-ordered then they are, uh, they're able to bypass that and the court will make that happen. Okay. So yeah, with your, um- All righty, well, um, I'll probably- Yeah, so with the- ... figure something else out but, uh, my policy number is all I really need. So uh, the only information that I would be able to give you is the ID card that you probably already have. It has your employee ID on it, your employee name and your medical coverage. Does that do it? Um, I mean it's, uh, it's saying, uh, how is... Yeah. So insurance provider name, Benefits in a Card, and then it says policy number. Um, I see a employee ID. I would assume that would be the policy number because that's the only information that I would have them produce to you as well. It's the same ID card that you already have. Right. Um, and also if they were to look this up and put this, our employee ID in, they would get, you know, this membership or yeah, this, uh, insurance. Say that again, sir? They'd probably get the information that they need.

Yeah, so the em- the employee ID is the only thing that I'm seeing on the ID card. It wouldn't... So I'm assuming that would be your policy, your policy number. Okay. 'Cause now that's the same thing- Okay. If I send you this ID card, it'd be the same thing that you already have. Gotcha. All righty. Well, that's all I really, that's all I really wanted to know. I appreciate you helping me out. No problem, Mr. Allen. Was there anything else I could help you with today? No, sir. You have a good day. No problem. You, too, Mr. Allen. Thank you. Yeah. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. Um, I'm calling in regards to my, um, insurance. I work for Surge-

Speaker speaker_1: Uh-huh.

Speaker speaker_2: ... and, um, I have my... I current- I currently have my card on me right now, and, um, I just didn't know where my policy number was located on my card.

Speaker speaker_1: Okay. Um, what's the last four of your Social?

Speaker speaker_2: Uh, 8529.

Speaker speaker_1: First name?

Speaker speaker_2: I just need my pol- I just need my policy number, uh, for, for my child support, um, because it, it's asking about my, uh, insurance for work.

Speaker speaker_1: Yes, sir. What's your first name?

Speaker speaker_2: Donald.

Speaker speaker_1: You said Donald? Last name?

Speaker speaker_2: Mm-hmm. Allen.

Speaker speaker_1: All right. For security purposes-

Speaker speaker_2: And I believe there's a V. Yeah, there's, I believe there's a V at the end of that.

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

Speaker speaker_2: Yeah. Um, 9385 Mount Vernon Road, June 24th, 1999.

Speaker speaker_1: Okay. And what was the city, state, and zip code?

Speaker speaker_2: Oh, uh, St. Louisville, Ohio 43071.

Speaker speaker_1: Thank you. Okay. Your phone number is 161-494-9906?

Speaker speaker_2: Uh, no. Uh, my, my phone number is 614-949-9063.

Speaker speaker_1: You said 614-

Speaker speaker_2: Yeah. 949-90-63.

Speaker speaker_1: Thank you. And the email is donnie.allen925@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you. Wait, and you say you just need your policy number?

Speaker speaker_2: Yeah. I, I need to, uh... I have a child support enforcement, uh, paper I have to send to the agency. Uh, it's just so that they can start taking it, taking out of my paycheck every week. Um, I, I just need my policy number. Well, I need my policy number and, yeah, yeah, that's pretty much it. And, oh, I ha- I do have a question though. Is there any, is there a way that I can put, um, that I can put my daughter on this by any chance?

Speaker speaker_1: So y- you wouldn't be able to make any additional add-ons be- at this moment because you're outside of your personal open enrollment window, which is 30 days from the date you receive your first paycheck. So at this point you have to wait-

Speaker speaker_2: Oh.

Speaker speaker_1: ... for our company open enrollment period, which for Surge has already passed for this year. So at this point you have to have a qualifying life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier in order to make any additional changes. But if it's court-ordered then they are, uh, they're able to bypass that and the court will make that happen.

Speaker speaker_2: Okay.

Speaker speaker_1: So yeah, with your, um-

Speaker speaker_2: All righty, well, um, I'll probably-

Speaker speaker_1: Yeah, so with the-

Speaker speaker_2: ... figure something else out but, uh, my policy number is all I really need.

Speaker speaker_1: So uh, the only information that I would be able to give you is the ID card that you probably already have. It has your employee ID on it, your employee name and your medical coverage. Does that do it?

Speaker speaker_2: Um, I mean it's, uh, it's saying, uh, how is... Yeah. So insurance provider name, Benefits in a Card, and then it says policy number. Um, I see a employee ID.

Speaker speaker_1: I would assume that would be the policy number because that's the only information that I would have them produce to you as well. It's the same ID card that you

already have.

Speaker speaker_2: Right. Um, and also if they were to look this up and put this, our employee ID in, they would get, you know, this membership or yeah, this, uh, insurance.

Speaker speaker_1: Say that again, sir?

Speaker speaker_2: They'd probably get the information that they need.

Speaker speaker_1: Yeah, so the em- the employee ID is the only thing that I'm seeing on the ID card. It wouldn't... So I'm assuming that would be your policy, your policy number.

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause now that's the same thing-

Speaker speaker_2: Okay.

Speaker speaker_1: If I send you this ID card, it'd be the same thing that you already have.

Speaker speaker_2: Gotcha. All righty. Well, that's all I really, that's all I really wanted to know. I appreciate you helping me out.

Speaker speaker_1: No problem, Mr. Allen. Was there anything else I could help you with today?

Speaker speaker_2: No, sir. You have a good day.

Speaker speaker_1: No problem. You, too, Mr. Allen. Thank you.

Speaker speaker_2: Yeah. Bye.