

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes, m- sir. My name is Patrick Eilers and actually I just received your Benefits in a Card, and I wanted to double check about it actually. What staffing company do you work for? It is through Surge Staffing. What's the last four of your social? Uh, 10-50-2457. First name? Patrick. Last name? Eilers, E-I-L-E-R-S. All right. For security purposes, can you verify your address and date of birth for me? I am at 3736 US Highway 42, Cardington, Ohio 43055. And date of birth? 10/28/82. Thank you. So yeah, your phone number is 740-334-1532? Correct. And your email is patheilers1982@gmail.com? Yes, sir. Hi. Uh, what can I help you with today? Well, I, um, just wanted to double check about this actually because, uh, I worked for a Surge Staffing in the past and I've never received, uh, this card before. So this was new to me. I wanted to double check to make sure, uh, it w- everything was okay, and what all it is, uh, for. All right. So, looks like you got auto-enrolled into an MEC plan, that's a preventive care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And it gives you access to free RX which is a virtual pharmacy that gives you access to over 800 acute and chronic medications. Also gives you access to virtual urgent care. Okay. So it's s- it was issued through, uh, Surge Staffing and, um, my employer, uh, Utaka, uh, CYT, correct? I don't know which employer it was through, but it was, it was through Surge, yes, because they auto-enroll you guys into this plan unless you decline it. Okay. Okay. N- I'm not going to decline it actually. I will definitely use it. All right. Well, was there anything else I could help you with today, Mr. Patrick? No, sir. That is it. All right. If 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 very much, sir. Thank you. Yes, sir.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, m- sir. My name is Patrick Eilers and actually I just received your Benefits in a Card, and I wanted to double check about it actually.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: It is through Surge Staffing.

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

Speaker speaker_1: Uh, 10-50-2457.

Speaker speaker_0: First name?

Speaker speaker_1: Patrick.

Speaker speaker_0: Last name?

Speaker speaker_1: Eilers, E-I-L-E-R-S.

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

Speaker speaker_1: I am at 3736 US Highway 42, Cardington, Ohio 43055.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 10/28/82.

Speaker speaker_0: Thank you. So yeah, your phone number is 740-334-1532?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is patheilers1982@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Hi. Uh, what can I help you with today?

Speaker speaker_1: Well, I, um, just wanted to double check about this actually because, uh, I worked for a Surge Staffing in the past and I've never received, uh, this card before. So this was new to me. I wanted to double check to make sure, uh, it w- everything was okay, and what all it is, uh, for.

Speaker speaker_0: All right. So, looks like you got auto-enrolled into an MEC plan, that's a preventive care plan. That's good for like wellness checks, physicals, vaccinations, cancer screenings, pap smears and mammograms for women, any preventative care services. And it gives you access to free RX which is a virtual pharmacy that gives you access to over 800 acute and chronic medications. Also gives you access to virtual urgent care.

Speaker speaker_1: Okay. So it's s- it was issued through, uh, Surge Staffing and, um, my employer, uh, Utaka, uh, CYT, correct?

Speaker speaker_0: I don't know which employer it was through, but it was, it was through Surge, yes, because they auto-enroll you guys into this plan unless you decline it.

Speaker speaker_1: Okay. Okay. N- I'm not going to decline it actually. I will definitely use it.

Speaker speaker_0: All right. Well, was there anything else I could help you with today, Mr. Patrick?

Speaker speaker_1: No, sir. That is it.

Speaker speaker_0: All right. If there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you very much, sir.

Speaker speaker_0: Thank you.

Speaker speaker_1: Yes, sir.