

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah, I was calling because I work for Surge Employment and I was, um, calling about the health insurance. Uh, how can I help you? Were you wanting to decline it, you wanting to cancel it? I wanna, I, I wanna opt in, I guess. Well, if you... You don't have to opt in. Usually they, they automatically enroll you. Oh, okay, 'cause we never got email for anything. So you do have... I do want to let you know, you do have the option to pick your own health insurance options as well if you don't want the plan they auto-enroll you into. Right, because we, I was, we was looking for some, um, what's it, options, uh- uh, and we never got that email. All right. What's the last four of your social? 7776. You know- You said 7776- ... for dental, vision. I'm sorry? You said 7776? Yes. And what, what's the first name? Angel. Last name? Barnes. B-A-R-N-E-S. Okay. For security purposes, can you verify your address and date of birth for me? 2846 Washington Avenue, Cleveland, Ohio 44113. Date of birth? 09/14/74. Thank you. So we got your phone number at 797-9497? Correct. And your email is angelbarnes1117@yahoo.com? Correct. Great. So do you want me to send you a Benefits Guide to you so you can look over the plans they have to offer? You do have until- I really would appreciate it. Yes, ma'am. We... So you do have until, let me see. I think you have until February 23rd to get enrolled. Why? 'Cause they said they- So you get 30 days to receive your first paycheck. Huh? I didn't hear the last part. I said you get 30 days from the date you receive your first paycheck to get enrolled into coverage. Okay. How much do they take out, you know? It depends on what you get enrolled in. Two days... You have that prices on the Benefits Guide for you that I'm sending it to you. 'Cause I know my husband, he didn't wait on, on, uh, on benefits package and he haven't seen his, received a email yet neither. Okay. So you, you both work for Surge? Yes, we do. Okay. So yeah, y'all should be a- y'all be able to look at the one that I just sent you. I just sent it to you by now. Okay. It's info@benefitsinacard.com. In the benefit of Card.com? It's from info@benefitsinacard.com, yes, ma'am. Oh, info. Okay, okay. Yeah, 'cause we've been waiting on it and it's like, wow, we ain't received it yet and the 21st will be here in a heartbeat. I understand. Yeah. I just... I just sent you that Benefits Guide. Could you confirm that you received it? I'm, I'm sorry. You say what again? I didn't hear the last part. Said, could you confirm that you received that email? Hold on, hold on, hold on. Hold on, just a second, a second. Okay. Yep, I do... Yeah. I have it. All right. Well, was there anything else I can help you with today, Ms. Barnes? No, that was all. I really appreciate it. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Bye. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Yeah, I was calling because I work for Surge Employment and I was, um, calling about the health insurance.

Speaker speaker_0: Uh, how can I help you? Were you wanting to decline it, you wanting to cancel it?

Speaker speaker_1: I wanna, I, I wanna opt in, I guess.

Speaker speaker_0: Well, if you... You don't have to opt in. Usually they, they automatically enroll you.

Speaker speaker_1: Oh, okay, 'cause we never got email for anything.

Speaker speaker_0: So you do have... I do want to let you know, you do have the option to pick your own health insurance options as well if you don't want the plan they auto-enroll you into.

Speaker speaker_1: Right, because we, I was, we was looking for some, um, what's it, options, uh- uh, and we never got that email.

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

Speaker speaker_1: 7776. You know-

Speaker speaker_0: You said 7776-

Speaker speaker_1: ... for dental, vision. I'm sorry?

Speaker speaker_0: You said 7776?

Speaker speaker_1: Yes.

Speaker speaker_0: And what, what's the first name?

Speaker speaker_1: Angel.

Speaker speaker_0: Last name?

Speaker speaker_1: Barnes. B-A-R-N-E-S.

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

Speaker speaker_1: 2846 Washington Avenue, Cleveland, Ohio 44113.

Speaker speaker_0: Date of birth?

Speaker speaker_1: 09/14/74.

Speaker speaker_0: Thank you. So we got your phone number at 797-9497?

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is angelbarnes1117@yahoo.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Great. So do you want me to send you a Benefits Guide to you so you can look over the plans they have to offer? You do have until-

Speaker speaker_1: I really would appreciate it.

Speaker speaker_0: Yes, ma'am. We... So you do have until, let me see. I think you have until February 23rd to get enrolled.

Speaker speaker_1: Why? 'Cause they said they-

Speaker speaker_0: So you get 30 days to receive your first paycheck.

Speaker speaker_1: Huh? I didn't hear the last part.

Speaker speaker_0: I said you get 30 days from the date you receive your first paycheck to get enrolled into coverage.

Speaker speaker_1: Okay. How much do they take out, you know?

Speaker speaker_0: It depends on what you get enrolled in. Two days... You have that prices on the Benefits Guide for you that I'm sending it to you.

Speaker speaker_1: 'Cause I know my husband, he didn't wait on, on, uh, on benefits package and he haven't seen his, received a email yet neither.

Speaker speaker_0: Okay. So you, you both work for Surge?

Speaker speaker_1: Yes, we do.

Speaker speaker_0: Okay. So yeah, y'all should be a- y'all be able to look at the one that I just sent you. I just sent it to you by now.

Speaker speaker_1: Okay.

Speaker speaker_0: It's info@benefitsinacard.com.

Speaker speaker_1: In the benefit of Card.com?

Speaker speaker_0: It's from info@benefitsinacard.com, yes, ma'am.

Speaker speaker_1: Oh, info. Okay, okay. Yeah, 'cause we've been waiting on it and it's like, wow, we ain't received it yet and the 21st will be here in a heartbeat.

Speaker speaker_0: I understand. Yeah. I just... I just sent you that Benefits Guide. Could you confirm that you received it?

Speaker speaker_1: I'm, I'm sorry. You say what again? I didn't hear the last part.

Speaker speaker_0: Said, could you confirm that you received that email?

Speaker speaker_1: Hold on, hold on, hold on. Hold on, just a second, a second. Okay. Yep, I do... Yeah. I have it.

Speaker speaker_0: All right. Well, was there anything else I can help you with today, Ms. Barnes?

Speaker speaker_1: No, that was all. I really appreciate it.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Thank you. Bye.