

Transcript: Malcolm

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Full Transcript

Mm-hmm. This is Tom with Benefits in the Card. This is Malcolm. How can I help you? Yes, I received a text from y'all saying that, uh, something about y'all gonna enroll me into some type of insurance or, or whatever, without, without my consent. And which staffing company do you work for, sir? I work with Flagstone Mega4. You said Mega4s? Yes. I work at Flagstone 3 Mega4, temporary service. The last four of your social? 3658. First name? Terrell, T-E-R-R-E-L-L. Last name? My last name, Battle, B-A-T-T-L-E. For security purposes, can you verify your address and date of birth for me? You said my add- 160 West Church Street, Bethel, North Carolina, P.O. Box 56. And your date of birth? 4/14/1986. Thank you. You already d- so it looks like you're already declined him, Mr. Battle. Was there anything else I can help you with today? No, because I was calling to ask y'all why, why I received a text if I didn't sign no name, didn't sign my name to, to accept anything. And, and you keep- It's an automatic text that goes out to the new hires, sir. I, I have a question. What part of it... Hello? Yes, ma'am. ... Mega4. So, you're working with Mega4? No, ma'am. So we're Benefits in the Card. Mega4s is one of our, uh, partners. We're a plan administrator for health insurance for staffing companies. All right. And you said your name was who again? Malcolm. All right. Thank you. Was there anything else that I could help y'all with today? No. So, so, so y'all, y'all ain't signed me up for that yet, have you? No, sir. I got... You already declined already. Looks like, um- All right. Looks like I actually, I tried to call you on 2/13 about a enrollment form that you had submitted, and since I didn't get the, didn't I get... I didn't get a response from you, I declined the coverage because you selected that you didn't want to participate in it. What kind of coverage was that anyway? Health insurance offered through Mega4s. What kind of health insurance? So, the plans that you selected on that enrollment form... Let's see. Looks like you had selected you wanted the dental for you, and then you also selected to not participate in the coverage. So, since I wasn't able to get you on the phone, I declined the coverage because that's typically what we do when we don't get in contact with a member. And that was on 2/13. Okay, so if I decide I wanted it, would I be able to enroll the next, next go around? So, you get 30 days from the date you receive your first paycheck to get enrolled in coverage. In our system, you're first hire date is 2/13, so you will have until 3/13 to get enrolled into coverage. Okay, so how much is that plan, the dental and vision? Dental will be \$3.38. The vision will be \$1.99. Can I, can, can I go ahead and enroll in the dental and the vision? So you want to get enrolled into those plans? Yeah, the dent- the dental and the vision. Okay. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation day. You said an ID card comes one, you said a week after? One to two weeks from the activation day. Yes, sir. Okay, thank you. No problem. So with the 160 West Church Street, is that a home or an

apartment? That's a home, a house. But I have a P.O. box. And since you have a- So would you want me to put the P.O. Box for your mailing address or would you want me to use the 6... 160 West Church Street? No, the P.O. Box. All right, so what's the P.O. Box? P.O. Box, um, um, um, 56 Bethel, North Carolina, 27812. You said P.O. Box 56 Bethel, North Carolina? Yes, 27812. Yeah, I didn't have no email on file. Would you like to add an email, sir? Um, I supposed to have one on file, but, um, terrellbattle14@gmail.com. You said terrellbattle14@gmail.com? Yeah. Thank you. All right. I got that enrolled. I got you enrolled, Mr. Battle. I got that address updated for you. Was there anything else that I can help you with today? No, sir. If there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. All right, thank you.

Conversation Format

Speaker speaker_0: Mm-hmm. This is Tom with Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes, I received a text from y'all saying that, uh, something about y'all gonna enroll me into some type of insurance or, or whatever, without, without my consent.

Speaker speaker_0: And which staffing company do you work for, sir?

Speaker speaker_1: I work with Flagstone Mega4.

Speaker speaker_0: You said Mega4s?

Speaker speaker_1: Yes. I work at Flagstone 3 Mega4, temporary service.

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 3658.

Speaker speaker_0: First name?

Speaker speaker_1: Terrell, T-E-R-R-E-L-L.

Speaker speaker_0: Last name?

Speaker speaker_1: My last name, Battle, B-A-T-T-L-E.

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

Speaker speaker_1: You said my add- 160 West Church Street, Bethel, North Carolina, P.O. Box 56.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 4/14/1986.

Speaker speaker_0: Thank you. You already d- so it looks like you're already declined him, Mr. Battle. Was there anything else I can help you with today?

Speaker speaker_1: No, because I was calling to ask y'all why, why I received a text if I didn't sign no name, didn't sign my name to, to accept anything. And, and you keep-

Speaker speaker_0: It's an automatic text that goes out to the new hires, sir.

Speaker speaker_2: I, I have a question. What part of it... Hello?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: ... Mega4.

Speaker speaker_2: So, you're working with Mega4?

Speaker speaker_0: No, ma'am. So we're Benefits in the Card. Mega4s is one of our, uh, partners. We're a plan administrator for health insurance for staffing companies.

Speaker speaker_2: All right. And you said your name was who again?

Speaker speaker_0: Malcolm.

Speaker speaker_2: All right. Thank you.

Speaker speaker_0: Was there anything else that I could help y'all with today?

Speaker speaker_1: No. So, so, so y'all, y'all ain't signed me up for that yet, have you?

Speaker speaker_0: No, sir. I got... You already declined already. Looks like, um-

Speaker speaker_1: All right.

Speaker speaker_0: Looks like I actually, I tried to call you on 2/13 about a enrollment form that you had submitted, and since I didn't get the, didn't I get... I didn't get a response from you, I declined the coverage because you selected that you didn't want to participate in it.

Speaker speaker_1: What kind of coverage was that anyway?

Speaker speaker_0: Health insurance offered through Mega4s.

Speaker speaker_1: What kind of health insurance?

Speaker speaker_0: So, the plans that you selected on that enrollment form... Let's see. Looks like you had selected you wanted the dental for you, and then you also selected to not participate in the coverage. So, since I wasn't able to get you on the phone, I declined the coverage because that's typically what we do when we don't get in contact with a member. And that was on 2/13.

Speaker speaker_1: Okay, so if I decide I wanted it, would I be able to enroll the next, next go around?

Speaker speaker_0: So, you get 30 days from the date you receive your first paycheck to get enrolled in coverage. In our system, you're first hire date is 2/13, so you will have until 3/13 to get enrolled into coverage.

Speaker speaker_1: Okay, so how much is that plan, the dental and vision?

Speaker speaker_0: Dental will be \$3.38. The vision will be \$1.99.

Speaker speaker_1: Can I, can, can I go ahead and enroll in the dental and the vision?

Speaker speaker_0: So you want to get enrolled into those plans?

Speaker speaker_1: Yeah, the dent- the dental and the vision.

Speaker speaker_0: Okay. So the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards are sent one to two weeks from the activation day.

Speaker speaker_1: You said an ID card comes one, you said a week after?

Speaker speaker_0: One to two weeks from the activation day. Yes, sir.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. So with the 160 West Church Street, is that a home or an apartment?

Speaker speaker_1: That's a home, a house. But I have a P.O. box.

Speaker speaker_0: And since you have a- So would you want me to put the P.O. Box for your mailing address or would you want me to use the 6... 160 West Church Street?

Speaker speaker_1: No, the P.O. Box.

Speaker speaker_0: All right, so what's the P.O. Box?

Speaker speaker_1: P.O. Box, um, um, um, 56 Bethel, North Carolina, 27812.

Speaker speaker_0: You said P.O. Box 56 Bethel, North Carolina?

Speaker speaker_1: Yes, 27812.

Speaker speaker_0: Yeah, I didn't have no email on file. Would you like to add an email, sir?

Speaker speaker_1: Um, I supposed to have one on file, but, um, terrellbattle14@gmail.com.

Speaker speaker_0: You said terrellbattle14@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Thank you. All right. I got that enrolled. I got you enrolled, Mr. Battle. I got that address updated for you. Was there anything else that I can help you with today?

Speaker speaker_1: No, sir.

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

Speaker speaker_1: All right, thank you.