Transcript: Malcolm Nash-5353762579333120-4707702458597376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Jesus, how you doing, Malcolm? I'm doing good, man. How about you? I'm good. I just received a text message from you guys. What did the text message say? Uh, something about a... Hold on one second. Uh, oh. My god with Surge. All right, so that's an automatic text- Let me get it. That's an automatic text that goes out to new hires congratulating them on the job with Surge and letting them know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that's offered through Surge. It's health insurance offered from Surge. Okay, okay. Okay. I got you. Let me, uh, get back with y'all. Well, did you want me to decline the coverage? 'Cause they will auto-enroll you if you don't decline. Oh, yeah, you can decline. All right. What's the last four of your Social? 3406. First name? Sherrod. You spelled Jerrod? Sherrod. Last name? Walker. All right. For security purposes, can you verify your address and date of birth for me? 3800 Old Columba Road, 13181. That's not the address that we have on file. Which one do you have on file? I would either need you to verify with your full Social or you'll have to verify the address. I didn't request...

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker_2: Jesus, how you doing, Malcolm?

Speaker speaker_1: I'm doing good, man. How about you?

Speaker speaker_2: I'm good. I just received a text message from you guys.

Speaker speaker_1: What did the text message say?

Speaker speaker_2: Uh, something about a... Hold on one second. Uh, oh. My god with Surge.

Speaker speaker_1: All right, so that's an automatic text-

Speaker speaker_2: Let me get it.

Speaker speaker_1: That's an automatic text that goes out to new hires congratulating them on the job with Surge and letting them know they have 30 days to either get enrolled or decline the coverage, or they'll be auto-enrolled into the MEC plan that's offered through Surge. It's health insurance offered from Surge.

Speaker speaker_2: Okay, okay. Okay. I got you. Let me, uh, get back with y'all.

Speaker speaker_1: Well, did you want me to decline the coverage? 'Cause they will auto-enroll you if you don't decline.

Speaker speaker_2: Oh, yeah, you can decline.

Speaker speaker_1: All right. What's the last four of your Social?

Speaker speaker_2: 3406.

Speaker speaker_1: First name?

Speaker speaker_2: Sherrod.

Speaker speaker_1: You spelled Jerrod?

Speaker speaker_2: Sherrod.

Speaker speaker_1: Last name?

Speaker speaker_2: Walker.

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

Speaker speaker_2: 3800 Old Columba Road, 13181.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_2: Which one do you have on file?

Speaker speaker_1: I would either need you to verify with your full Social or you'll have to verify the address.

Speaker speaker_2: I didn't request...