

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Um, yes, my name is Garrett Foster. I have insurance with y'all through Surge, the people I work with. And I, I got medicine last week and did the whole online thing with my insurance and it was working fine last week. But as of last night and today, my entire account's been disabled. The insurance, I, it, it says m- my account doesn't exist and I'm not sure why because I'm still paying for it every week. What's the last four of your social? You say you work for Surge, correct? Yes. 7333. You said 7333? Yes. First name? Garrett. All right. For security purposes, can you verify your address and date of birth for me? 5322 Hustleville Road, Albertville, Alabama 35951. And February 14th, 1995. Okay. Thank you. So we got your phone number at 470-0531. Yes, sir. And your email is garrettfoster2021@gmail.com? Yes, sir. Thank you. All right. So you're saying there, you're saying your account is not active? Disabled. Yeah, like, it, it was fine last week 'cause I just go on the Benefits in the Card website and talk to a doctor like that. But now my entire account is disabled when I go to try to log in. That's what it says, "Disabled and call this number." Okay. You mind if I put you on a brief hold while I look into that for you? Go ahead. Thank you. Hey, are you there, Mr. Foster? Yeah, I'm still here. Well, I was told to... That you should try, try to log back in, in about 30 minutes and it should be work- it should be fine. All righty. Thank you so much. If, if it's not working, I'll give you a call back tomorrow. I gotta get ready for work. Hopefully it'll be working. Yes, sir. We are open to 8:00 PM Eastern Time as well. Oh, awesome. Great. I can dr- give you a call later. All right. Well, was there anything else I can help you with today, Mr. Foster? No, that's all I needed. Thank you. No problem. Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. You too, bro. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Um, yes, my name is Garrett Foster. I have insurance with y'all through Surge, the people I work with. And I, I got medicine last week and did the whole online thing with my insurance and it was working fine last week. But as of last night and today, my entire account's been disabled. The insurance, I, it, it says m- my account doesn't exist and I'm not sure why because I'm still paying for it every week.

Speaker speaker_0: What's the last four of your social? You say you work for Surge, correct?

Speaker speaker_1: Yes. 7333.

Speaker speaker_0: You said 7333?

Speaker speaker_1: Yes.

Speaker speaker_0: First name?

Speaker speaker_1: Garrett.

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

Speaker speaker_1: 5322 Hustleville Road, Albertville, Alabama 35951. And February 14th, 1995.

Speaker speaker_0: Okay. Thank you. So we got your phone number at 470-0531.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is garrettfoster2021@gmail.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. All right. So you're saying there, you're saying your account is not active?

Speaker speaker_1: Disabled. Yeah, like, it, it was fine last week 'cause I just go on the Benefits in the Card website and talk to a doctor like that. But now my entire account is disabled when I go to try to log in. That's what it says, "Disabled and call this number."

Speaker speaker_0: Okay. You mind if I put you on a brief hold while I look into that for you?

Speaker speaker_1: Go ahead.

Speaker speaker_0: Thank you.

Speaker speaker_2: Hey, are you there, Mr. Foster?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: Well, I was told to... That you should try, try to log back in, in about 30 minutes and it should be work- it should be fine.

Speaker speaker_1: All righty. Thank you so much. If, if it's not working, I'll give you a call back tomorrow. I gotta get ready for work. Hopefully it'll be working.

Speaker speaker_0: Yes, sir. We are open to 8:00 PM Eastern Time as well.

Speaker speaker_1: Oh, awesome. Great. I can dr- give you a call later.

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

Speaker speaker_1: No, that's all I needed. Thank you.

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

Speaker speaker_1: You too, bro.

Speaker speaker_0: Thank you.