

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, hi. Um, I, I wanted to get the details of my Benefits in a Card, um, you know, plan. I think... I didn't receive any, uh, documentation, so I just wanted to go just check to see what, what I have, what I'm paying for, um, dental, I think, and, um, uh, medical. What staffing company do you work for? Um, Oxford. What's the last four of your social? Uh, 7225. First name? Onur, O-N-U-R. Okay. For security purposes can you verify your address and date of birth for me? Sure thing. 648 South Whitman Court Southeast, Ada, Michigan 49301. My email address is onur.exe@gmail.com. And I need to... I need your address. I need for the city, state, ZIP code, and your date of birth. Um, Ada. City's Ada, State, Michigan, uh, 49301 is the ZIP code. And, and your date of birth? May 12th, uh, 1977. Thank you. So yeah, your phone number is 616-920-4275? Yes, mm-hmm. And I got email that's ob.karabulla@outlook.com? That's correct. All right. So it looks like you have the Insurance Plus basic, the dental, the vision and, uh, preventative care plan for you and your family. Okay. Um, so- Are you saying you've never received any ID cards? No, I didn't. Maybe, um, I maybe wasn't delivered, maybe a mistake. I don't know. I didn't receive. So I also see that you don't have, um, any social sec- Social Security numbers on file for any of your dependents. Hmm. Okay. Interesting. So, um, so I'd like to do this. Um, I think I'm going to get a private insurance myself, like a, uh, ACA approved insurance. So I'll probably end up canceling the Benefits in a Card benefits. So you want to cancel that right now? Uh, yeah. I, I'd like to keep vision. Um, can you tell me how much I'm paying for vision for the family? Seven dollar... \$7.62. Okay, um, okay. So what, what insurance company am I getting it, the benefits from, the vision? Met- MetLife. MetLife? Okay. Okay. I'd like to keep it, um, and the rest I'd like to cancel, please, medical and dental. Okay. All right. So I got those changes in the system for you. Please be advised that it does take one to two weeks for the changes to happen, and it's possible to see the regular deductions at the \$83.29. After two weeks, you should see the new change to \$7.62. Okay. You said two weeks? Yes, sir. The change, it takes effect? Okay, sounds good. Uh, am I getting some sort of confirmation email or any documentation that confirms the, the cancellation? So you didn't... Technically, you didn't cancel anything. You just dropped different plans. Um, so once, once the changes occur, you can give us a call back and then we can give you a letter of coverage, which would prove that you just have then the vision plan now. Okay. I mean, can I get some sort of, like, an email or some documentation that me, you know, like confirming my request for, to drop these benefits? So, uh, that would be considered a letter of coverage. If we sent that right now, it'll still have the current coverage that you have on there right now. Okay. The current coverage goes until the end of the month or? So that's the one that occurred. It changed within two weeks. It takes one to two weeks for the changes to happen. Okay. So I'm going to have to remember- Okay. ... to call you back in

two weeks? That's it? Yes, sir. Once you give us a call back, it should show a reflection of you just having vision now. Because if we sent it right now, it's still going to show that you have the Insurance Plus, the dental, the vision and the MEC teleRx. Okay. You just want to have it as proof that you have the vision only, correct? Yeah, mm-hmm. Okay. But yeah, once the, once the changes happen, if you give us a call back, we can give you a... we can send you an updated letter of coverage. Okay. Okay, sounds good. Thanks so much. No problem, Mr. Onur. Anything I can assist you with today? Uh, uh, no. Thank you. Thank you. Have a good one. You too, man. Thank you for calling Benefits- Okay. ... In A Card. Sure. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Uh, hi. Um, I, I wanted to get the details of my Benefits in a Card, um, you know, plan. I think... I didn't receive any, uh, documentation, so I just wanted to go just check to see what, what I have, what I'm paying for, um, dental, I think, and, um, uh, medical.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Um, Oxford.

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

Speaker speaker_1: Uh, 7225.

Speaker speaker_0: First name?

Speaker speaker_1: Onur, O-N-U-R.

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

Speaker speaker_1: Sure thing. 648 South Whitman Court Southeast, Ada, Michigan 49301. My email address is onur.exe@gmail.com.

Speaker speaker_0: And I need to... I need your address. I need for the city, state, ZIP code, and your date of birth.

Speaker speaker_1: Um, Ada. City's Ada, State, Michigan, uh, 49301 is the ZIP code.

Speaker speaker_0: And, and your date of birth?

Speaker speaker_1: May 12th, uh, 1977.

Speaker speaker_0: Thank you. So yeah, your phone number is 616-920-4275?

Speaker speaker_1: Yes, mm-hmm.

Speaker speaker_0: And I got email that's ob.karabulla@outlook.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. So it looks like you have the Insurance Plus basic, the dental, the vision and, uh, preventative care plan for you and your family.

Speaker speaker_1: Okay. Um, so-

Speaker speaker_0: Are you saying you've never received any ID cards?

Speaker speaker_1: No, I didn't. Maybe, um, I maybe wasn't delivered, maybe a mistake. I don't know. I didn't receive.

Speaker speaker_0: So I also see that you don't have, um, any social sec- Social Security numbers on file for any of your dependents.

Speaker speaker_1: Hmm. Okay. Interesting. So, um, so I'd like to do this. Um, I think I'm going to get a private insurance myself, like a, uh, ACA approved insurance. So I'll probably end up canceling the Benefits in a Card benefits.

Speaker speaker_0: So you want to cancel that right now?

Speaker speaker_1: Uh, yeah. I, I'd like to keep vision. Um, can you tell me how much I'm paying for vision for the family?

Speaker speaker_0: Seven dollar... \$7.62.

Speaker speaker_1: Okay, um, okay. So what, what insurance company am I getting it, the benefits from, the vision?

Speaker speaker_0: Met- MetLife.

Speaker speaker_1: MetLife? Okay. Okay. I'd like to keep it, um, and the rest I'd like to cancel, please, medical and dental.

Speaker speaker_0: Okay. All right. So I got those changes in the system for you. Please be advised that it does take one to two weeks for the changes to happen, and it's possible to see the regular deductions at the \$83.29. After two weeks, you should see the new change to \$7.62.

Speaker speaker_1: Okay. You said two weeks?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: The change, it takes effect? Okay, sounds good. Uh, am I getting some sort of confirmation email or any documentation that confirms the, the cancellation?

Speaker speaker_0: So you didn't... Technically, you didn't cancel anything. You just dropped different plans. Um, so once, once the changes occur, you can give us a call back and then we can give you a letter of coverage, which would prove that you just have then the vision plan now.

Speaker speaker_1: Okay. I mean, can I get some sort of, like, an email or some documentation that me, you know, like confirming my request for, to drop these benefits?

Speaker speaker_0: So, uh, that would be considered a letter of coverage. If we sent that right now, it'll still have the current coverage that you have on there right now.

Speaker speaker_1: Okay. The current coverage goes until the end of the month or?

Speaker speaker_0: So that's the one that occurred. It changed within two weeks. It takes one to two weeks for the changes to happen.

Speaker speaker_1: Okay. So I'm going to have to remember-

Speaker speaker_0: Okay.

Speaker speaker_1: ... to call you back in two weeks? That's it?

Speaker speaker_0: Yes, sir. Once you give us a call back, it should show a reflection of you just having vision now. Because if we sent it right now, it's still going to show that you have the Insurance Plus, the dental, the vision and the MEC teleRx.

Speaker speaker_1: Okay.

Speaker speaker_0: You just want to have it as proof that you have the vision only, correct?

Speaker speaker_1: Yeah, mm-hmm.

Speaker speaker_0: Okay. But yeah, once the, once the changes happen, if you give us a call back, we can give you a... we can send you an updated letter of coverage.

Speaker speaker_1: Okay. Okay, sounds good. Thanks so much.

Speaker speaker_0: No problem, Mr. Onur. Anything I can assist you with today?

Speaker speaker_1: Uh, uh, no. Thank you. Thank you. Have a good one.

Speaker speaker_0: You too, man. Thank you for calling Benefits-

Speaker speaker_1: Okay.

Speaker speaker_0: ... In A Card.

Speaker speaker_1: Sure. Bye.

Speaker speaker_0: Bye.