

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Don't worry about it. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yes. I was calling to... How does this work? I... I guess I got automatically enrolled in it. Um, I was wanting to add my son. Is it just for me? Is it for... Or can I add my son in for my... onto my insurance? What's that, what company do you work for? I work for Surge for... And I work for Ivy Tech through Surge. What's the last four of your social? 7103. First name? The what? Your first name? Eric. Last name? Brown. Okay. For security purposes, can you verify your address and date of birth for me? Uh, 546 East Atwood Street, December 4th, 1976. Need the city, state, and zip code, as well. Uh, Zion, Ohio 44833. Thank you. Yeah. So, you're having a phone number 419-564-9914? Yes. Thank you. You're welcome. The email is infrome910@gmail.com? Yes. Thank you. Mm-hmm. All right. So, it looks like I'm going to have to do an eligibility review before I can get you enrolled. Oh, okay. Because you have multiple hire dates in the system. Well, typically it takes 20 to 48 hours for the review, but once I know if you're eligible or not, we'll get you... give you a call back and let you know so we can get enrolled. Okay. All right. And if you do, if you are eligible to get enrolled, you would... you would be able to get your kid enrolled, as well. Okay. How about if I wanted my wife on there, could I get my wife on there too, or...? Yes, sir. Okay. All right. I mean, um- Was there anything else I could help you with today, Mr. Brown? Is there any way I could give you an alternate number to call? 'Cause I... It'd be better if you called my wife instead of my number 'cause it's hard to get ahold of me 'cause I have no voicemail set up. My wife does. So, the only thing is, if she answers, we're going to have to talk to you to get you enrolled. Okay. All right, um- So, she wouldn't be... She wouldn't be able to get you enrolled. Right, right, right. Right. I understand that. I just... My voicemail, for some reason, on my cell phone, it won't let me set one up. So, would this be- Understandable. Would this be the number that would pop up as the 1-800 number you guys would call from? Yes, sir. 1-800-497-4856. Okay. All right. If I see that, I'll call back then. All right. Well, was there anything else I can help you with today, Mr. Brown? No, that'd be it. All right. Then if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great day, man. All right. You too. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Don't worry about it.

Speaker speaker_2: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Yes. I was calling to... How does this work? I... I guess I got automatically enrolled in it. Um, I was wanting to add my son. Is it just for me? Is it for... Or can I add my son in for my... onto my insurance?

Speaker speaker_2: What's that, what company do you work for?

Speaker speaker_1: I work for Surge for... And I work for Ivy Tech through Surge.

Speaker speaker_2: What's the last four of your social?

Speaker speaker_1: 7103.

Speaker speaker_2: First name?

Speaker speaker_1: The what?

Speaker speaker_2: Your first name?

Speaker speaker_1: Eric.

Speaker speaker_2: Last name?

Speaker speaker_1: Brown.

Speaker speaker_2: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, 546 East Atwood Street, December 4th, 1976.

Speaker speaker_2: Need the city, state, and zip code, as well.

Speaker speaker_1: Uh, Zion, Ohio 44833.

Speaker speaker_2: Thank you.

Speaker speaker_1: Yeah.

Speaker speaker_2: So, you're having a phone number 419-564-9914?

Speaker speaker_1: Yes.

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: The email is infrome910@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Thank you.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: All right. So, it looks like I'm going to have to do an eligibility review before I can get you enrolled.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Because you have multiple hire dates in the system. Well, typically it takes 20 to 48 hours for the review, but once I know if you're eligible or not, we'll get you... give you a call back and let you know so we can get enrolled.

Speaker speaker_1: Okay. All right.

Speaker speaker_2: And if you do, if you are eligible to get enrolled, you would... you would be able to get your kid enrolled, as well.

Speaker speaker_1: Okay. How about if I wanted my wife on there, could I get my wife on there too, or...?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_2: All right.

Speaker speaker_1: I mean, um-

Speaker speaker_2: Was there anything else I could help you with today, Mr. Brown?

Speaker speaker_1: Is there any way I could give you an alternate number to call? 'Cause I... It'd be better if you called my wife instead of my number 'cause it's hard to get ahold of me 'cause I have no voicemail set up. My wife does.

Speaker speaker_2: So, the only thing is, if she answers, we're going to have to talk to you to get you enrolled.

Speaker speaker_1: Okay. All right, um-

Speaker speaker_2: So, she wouldn't be... She wouldn't be able to get you enrolled.

Speaker speaker_1: Right, right, right. Right. I understand that. I just... My voicemail, for some reason, on my cell phone, it won't let me set one up. So, would this be-

Speaker speaker_2: Understandable.

Speaker speaker_1: Would this be the number that would pop up as the 1-800 number you guys would call from?

Speaker speaker_2: Yes, sir. 1-800-497-4856.

Speaker speaker_1: Okay. All right. If I see that, I'll call back then.

Speaker speaker_2: All right. Well, was there anything else I can help you with today, Mr. Brown?

Speaker speaker_1: No, that'd be it.

Speaker speaker_2: All right. Then if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great day, man.

Speaker speaker_1: All right. You too. Thank you.

Speaker speaker_2: Thank you.