

## Transcript: Malcolm

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### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits on a Card. This is Malcolm, how can I help you? Hi, Malcolm. Um, is Meredith Savage available to you? Uh, she, she wouldn't be at this moment. How can I help you? I can take your me- message for her. Oh, okay great. Well, I don't know if maybe you can look it up. Um, I guess she's the representative for the insurance. Uh, my name is Sheila Kober, K-O-B-E-R, and I missed the enrollment, uh, Verstella had taken over the staffing agency that I work under. And they sent out the benefits enrollment link, and it went to my spam email so I didn't get it. And so I'd gone in last weekend to go try to go to urgent care and found out my insurance had been dropped, so they're giving me until today to get enrolled. Uh, trying to make a long story short. So I went through my email last night thoroughly and actually found the link in my spam. So I got enrolled, so I just wanted to verify because they said they'd give me until today to get enrolled. I just want to make sure that it went through. Um- Okay, which staffing company do you work for? Uh, it's through Verstella. It, it was through ASG but they switched over to Verstella now. What's the last four of your social? It's 7510. You said 7510? Yes. Uh-huh. First name? Sheila. S-H-E-I-L-A. All right. For security purposes can you verify your address and date of birth for me? Yeah. It is 3114 North Colorado Avenue, Indianapolis, Indiana, 46218. Date of birth is July 23rd, 1975. Thank you. So I got your phone number- Mm-hmm. ... 317-998-1183? Yes. And then your email is bikergrandma1975@gmail.com? Yes. Thank you. Thank you. All right. So yeah, it looks like every- it looks like you're, you got enrolled and you're just waiting for that first deduction to happen. Oh, wonderful. Okay. You, you got the dental, vision and the V- and the VIP standard bundle? Yes. Uh-huh. Good. All right. So yeah, you're enrolled, you're just waiting for that first deduction to happen. Okay, awesome. And then am I going to get mailed cards? Is that... Um... Yes, ma'am. So the way that it works, the enrollment process takes one to two weeks. Okay. Once we see that first deduction- Mm-hmm. ... 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 date. Okay, great. All right. I appreciate you verifying that. So I just wanted to make sure- No problem, Ms. Kober. ... so and just, all right. Thanks again. And this is just for your record. Yeah. If you wanted a physical, if you wanted a physical medical card, you want to call and request it once your coverage become active. Otherwise, it's only sent via email. Oh, okay. Yeah, that'll be fine. So I'm going to check my spam, too, just in case it goes there again. So yeah. All right. Okay. Well, I appreciate your help. Was there anything else I can help you with today, Ms. Sheila? No, it's been great. Thank you. That was what I was needing. So thank you very much. No problem. All right. Well, thank you so much. No problem. Thanks for calling Benefits on a Card. Hope you have a great rest of your week. Thank you. You, too. Mm, bye-bye. Thank you. Bye.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits on a Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Hi, Malcolm. Um, is Meredith Savage available to you?

Speaker speaker\_1: Uh, she, she wouldn't be at this moment. How can I help you? I can take your me- message for her.

Speaker speaker\_2: Oh, okay great. Well, I don't know if maybe you can look it up. Um, I guess she's the representative for the insurance. Uh, my name is Sheila Kober, K-O-B-E-R, and I missed the enrollment, uh, Verstella had taken over the staffing agency that I work under. And they sent out the benefits enrollment link, and it went to my spam email so I didn't get it. And so I'd gone in last weekend to go try to go to urgent care and found out my insurance had been dropped, so they're giving me until today to get enrolled. Uh, trying to make a long story short. So I went through my email last night thoroughly and actually found the link in my spam. So I got enrolled, so I just wanted to verify because they said they'd give me until today to get enrolled. I just want to make sure that it went through. Um-

Speaker speaker\_1: Okay, which staffing company do you work for?

Speaker speaker\_2: Uh, it's through Verstella. It, it was through ASG but they switched over to Verstella now.

Speaker speaker\_1: What's the last four of your social?

Speaker speaker\_2: It's 7510.

Speaker speaker\_1: You said 7510?

Speaker speaker\_2: Yes. Uh-huh.

Speaker speaker\_1: First name?

Speaker speaker\_2: Sheila. S-H-E-I-L-A.

Speaker speaker\_1: All right. For security purposes can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah. It is 3114 North Colorado Avenue, Indianapolis, Indiana, 46218. Date of birth is July 23rd, 1975.

Speaker speaker\_1: Thank you. So I got your phone number-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 317-998-1183?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then your email is bikergrandma1975@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: All right. So yeah, it looks like every- it looks like you're, you got enrolled and you're just waiting for that first deduction to happen.

Speaker speaker\_2: Oh, wonderful. Okay.

Speaker speaker\_1: You, you got the dental, vision and the V- and the VIP standard bundle?

Speaker speaker\_2: Yes. Uh-huh.

Speaker speaker\_1: Good. All right. So yeah, you're enrolled, you're just waiting for that first deduction to happen.

Speaker speaker\_2: Okay, awesome. And then am I going to get mailed cards? Is that... Um...

Speaker speaker\_1: Yes, ma'am. So the way that it works, the enrollment process takes one to two weeks.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Once we see that first deduction-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... 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 date.

Speaker speaker\_2: Okay, great. All right. I appreciate you verifying that. So I just wanted to make sure-

Speaker speaker\_1: No problem, Ms. Kober.

Speaker speaker\_2: ... so and just, all right. Thanks again.

Speaker speaker\_1: And this is just for your record.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: If you wanted a physical, if you wanted a physical medical card, you want to call and request it once your coverage become active. Otherwise, it's only sent via email.

Speaker speaker\_2: Oh, okay. Yeah, that'll be fine. So I'm going to check my spam, too, just in case it goes there again. So yeah.

Speaker speaker\_1: All right.

Speaker speaker\_2: Okay. Well, I appreciate your help.

Speaker speaker\_1: Was there anything else I can help you with today, Ms. Sheila?

Speaker speaker\_2: No, it's been great. Thank you. That was what I was needing. So thank you very much.

Speaker speaker\_1: No problem.

Speaker speaker\_2: All right. Well, thank you so much.

Speaker speaker\_1: No problem. Thanks for calling Benefits on a Card. Hope you have a great rest of your week.

Speaker speaker\_2: Thank you. You, too. Mm, bye-bye.

Speaker speaker\_1: Thank you. Bye.