

Transcript: Malcolm

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Full Transcript

This is Benefits in the Card, this is Malcolm. How can I help you? Oh, hi. Uh, I'm... I'm an employee from Oxford. Hello? Yes, sir. How can I help you? I'm calling in regards to my baby. Well, hello, sir. Can you hear me? Oh, yes. Very much. I can, I can hear you, too. All right, now. So- How can I help you, sir? Yeah, sure, sure. Yeah, the thing is, uh, I have a... uh, I wanna update my benefits in the card. Hello? You said you want to do what exactly, sir? Yeah, I have to add my baby, newborn baby into my benefits. Mm-hmm. I'm calling you regarding- What is that means, where you work for us? Oxford. Oxford. What's the last four of your Social? 4520. You said 4530? 2020. 4520. First name? Keshava. Last name Nedumvallo. Right. For security purposes, can you verify your address and date of birth for me? Uh, 3058 Light Ridge Cove, Southwest Concord, North Carolina 28027. And phone number? Date of birth? April 5th, 1994. 365- You're looking at- ... 999-365- ... a phone number 665-999-1225. Yeah, yeah, yeah. Your email is- That's my first name, last name. ... nque.cash- Nq.cash@gmail.com. I've been seeing you last week. All right. So, sir, I'm going to have to send you the QLE submission email. You're going to have to send us the documentation and we'll have to- I already did it. I mean, I already did it. I replied the... uh, I replied with the birth certificate. I mean verification of birth certificate which was given from the hospital. I already replied in that email. You bet. Coming here. Can you repeat that? Hello? Hello? You're breaking up really bad, sir, when you're talking. I didn't hear anything you were saying. Oh, yeah, I'm coming out. I'm coming out. I was in my... I was at my queue, so I just came out. You can hear me better now. So, it looks like you called on the 26th. Yes. Yes, sir. Which was last Monday. Yes. Oh, last Tuesday. Oh, last Wednesday. Tuesday. Wednesday. Yeah, yeah, yeah. Okay. So, it looks like they're still reviewing it because there haven't been any update on it yet. Yeah, my baby was born on, uh, 25th and I reported at, um, on 26th and on 27th, I got the birth verification letter from hospital. I submitted it. I'm not understanding you, sir. Yeah. So I have a kid. My kid was born on 26th February. I, I under- I understand you just had a child, Mr. Cassav, Mr. Cassava, so it looks like we already sent you- Yeah. ... the documentation needed and we're waiting to receive that information from you in order to review- I didn't get any documentation, sir. Say that again. I didn't... I haven't received the information. You know. You haven't received the document re- the document request email? No. Because it said it was sent on the 26th. I, I, I, I think, I think one second, one second. I reverted. I replied you back, right? You said you would call us back. I replied to the email. I did, I did reply. I sent an reply. Right. So if you already replied- Yeah. ... we have not received, they have not been processed yet. So I wouldn't... and that's not handled by us. We would have to wait until that process happens. So is there any point of contact? Uh, so what is the exact email I need to reply? So they should have sent you on the 26th, they should have sent you a QLE email which would require for you to send proof of the birth certificate of your

newborn child. And once we receive that information and once they went over that information and decided if it was a QLE or not, then we will be able to reach back out to you and give you that update. It doesn't look like that has happened yet. Until they do that, I wouldn't... we would not be able to get you enrolled. Uh, okay, I got it. But what's the email? What's the email? What is the exact email? I just want to send it again. It should have been from info@benefitsinthecard.com. Info@benefitsinacard.com. Yes, sir, I did. I replied to that email.... try it again, sir? I dropped an email last week itself, so I didn't, I haven't heard anything from them. Okay, let me wait for a couple of minutes. Uh, I mean today is Monday, right? So I will wait till the afternoon and I will check back, uh, with them again. Is that fine? Understanding you, sir. Hello? Yes, sir. I don't, I'm not understanding what you're saying. Are you able to hear me at least properly? Are, are you able to hear me properly? I can hear you better now. Yes, sir. Oh, yeah. I just came out. So I have sent an email. I dropped an email, uh, to Info@Benefits last week itself. I haven't heard anything from them yet. So this call, I'm calling you regarding to check, uh, is everything going smooth or, uh, do I need to provide any more help? So that's what I was saying, sir. We don't handle that on our end. So until we hear from them- ... that they processed the QLE, we wouldn't be able to move forward with getting you enrolled. There hasn't been any update so far. Uh-huh. Once we receive an update, then we give you a call back to let you know if the QLE went through or not. Oh, okay. That makes sense. And, and I couldn't able to log in into my, um, uh, Benefits in a Card portal, so I think I have forgot my password or user ID. Can you please help me with the user ID and password, if you don't mind? So I wouldn't be able to h- that would be something you have to reach out to your staffing company to directly. I would not be able to help you get a re- Or reset your password, something like that. So then, then who... Why, why there is... Wh- I mean what is the purpose of this number? So why I'm calling you, so- Sir, we, we need to enroll or un-enroll from the health insurance for this type of number. Yeah. Oh, okay. Okay. Okay. Okay. Enroll to un-enroll, okay, makes sense. Makes sense. So, uh, just last question. So I was enrolled into BIC, right? Yes, sir. You're enrolled into the- Perfect. Perfect. You have the MUP Pella ERX plan. Perfect. Perfect, sir. Perfect. Yeah. Thank you. I will, I will figure it out. I will figure it out on the next steps. Yeah. Thank you. No problem, Mr. Casava. Was there anything else I can help you with today? Uh, that's it. That's it. Thank you. Okay. If there's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest- All right, sir.

Conversation Format

Speaker speaker_0: This is Benefits in the Card, this is Malcolm. How can I help you?

Speaker speaker_1: Oh, hi. Uh, I'm... I'm an employee from Oxford. Hello?

Speaker speaker_0: Yes, sir. How can I help you?

Speaker speaker_1: I'm calling in regards to my baby.

Speaker speaker_0: Well, hello, sir. Can you hear me?

Speaker speaker_1: Oh, yes. Very much. I can, I can hear you, too. All right, now. So-

Speaker speaker_0: How can I help you, sir?

Speaker speaker_1: Yeah, sure, sure. Yeah, the thing is, uh, I have a... uh, I wanna update my benefits in the card. Hello?

Speaker speaker_0: You said you want to do what exactly, sir?

Speaker speaker_1: Yeah, I have to add my baby, newborn baby into my benefits.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I'm calling you regarding-

Speaker speaker_0: What is that means, where you work for us?

Speaker speaker_1: Oxford. Oxford.

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

Speaker speaker_1: 4520.

Speaker speaker_0: You said 4530?

Speaker speaker_1: 2020. 4520.

Speaker speaker_0: First name?

Speaker speaker_1: Keshava. Last name Nedumvallo.

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

Speaker speaker_1: Uh, 3058 Light Ridge Cove, Southwest Concord, North Carolina 28027. And phone number?

Speaker speaker_0: Date of birth?

Speaker speaker_1: April 5th, 1994. 365-

Speaker speaker_0: You're looking at-

Speaker speaker_1: ... 999-365-

Speaker speaker_0: ... a phone number 665-999-1225.

Speaker speaker_1: Yeah, yeah, yeah.

Speaker speaker_0: Your email is-

Speaker speaker_1: That's my first name, last name.

Speaker speaker_0: ... nque.cash-

Speaker speaker_1: Nq.cash@gmail.com. I've been seeing you last week.

Speaker speaker_0: All right. So, sir, I'm going to have to send you the QLE submission email. You're going to have to send us the documentation and we'll have to-

Speaker speaker_1: I already did it. I mean, I already did it. I replied the... uh, I replied with the birth certificate. I mean verification of birth certificate which was given from the hospital. I already replied in that email.

Speaker speaker_0: You bet. Coming here.

Speaker speaker_1: Can you repeat that? Hello?

Speaker speaker_0: Hello? You're breaking up really bad, sir, when you're talking. I didn't hear anything you were saying.

Speaker speaker_1: Oh, yeah, I'm coming out. I'm coming out. I was in my... I was at my queue, so I just came out. You can hear me better now.

Speaker speaker_0: So, it looks like you called on the 26th.

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_0: Which was last Monday.

Speaker speaker_1: Yes.

Speaker speaker_0: Oh, last Tuesday. Oh, last Wednesday.

Speaker speaker_1: Tuesday. Wednesday. Yeah, yeah, yeah.

Speaker speaker_0: Okay. So, it looks like they're still reviewing it because there haven't been any update on it yet.

Speaker speaker_1: Yeah, my baby was born on, uh, 25th and I reported at, um, on 26th and on 27th, I got the birth verification letter from hospital. I submitted it.

Speaker speaker_0: I'm not understanding you, sir.

Speaker speaker_1: Yeah. So I have a kid. My kid was born on 26th February.

Speaker speaker_0: I, I under- I understand you just had a child, Mr. Cassav, Mr. Cassava, so it looks like we already sent you-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the documentation needed and we're waiting to receive that information from you in order to review-

Speaker speaker_1: I didn't get any documentation, sir.

Speaker speaker_0: Say that again.

Speaker speaker_1: I didn't... I haven't received the information. You know.

Speaker speaker_0: You haven't received the document re- the document request email?

Speaker speaker_1: No.

Speaker speaker_0: Because it said it was sent on the 26th.

Speaker speaker_1: I, I, I, I think, I think one second, one second. I reverted. I replied you back, right?

Speaker speaker_0: You said you would call us back.

Speaker speaker_1: I replied to the email. I did, I did reply. I sent an reply.

Speaker speaker_0: Right. So if you already replied-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... we have not received, they have not been processed yet. So I wouldn't... and that's not handled by us. We would have to wait until that process happens.

Speaker speaker_1: So is there any point of contact? Uh, so what is the exact email I need to reply?

Speaker speaker_0: So they should have sent you on the 26th, they should have sent you a QLE email which would require for you to send proof of the birth certificate of your newborn child. And once we receive that information and once they went over that information and decided if it was a QLE or not, then we will be able to reach back out to you and give you that update. It doesn't look like that has happened yet. Until they do that, I wouldn't... we would not be able to get you enrolled.

Speaker speaker_1: Uh, okay, I got it. But what's the email? What's the email? What is the exact email? I just want to send it again.

Speaker speaker_0: It should have been from info@benefitsinthecard.com.

Speaker speaker_1: Info@benefitsinacard.com. Yes, sir, I did. I replied to that email.

Speaker speaker_0: ... try it again, sir?

Speaker speaker_1: I dropped an email last week itself, so I didn't, I haven't heard anything from them. Okay, let me wait for a couple of minutes. Uh, I mean today is Monday, right? So I will wait till the afternoon and I will check back, uh, with them again. Is that fine?

Speaker speaker_0: Understanding you, sir.

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. I don't, I'm not understanding what you're saying.

Speaker speaker_1: Are you able to hear me at least properly? Are, are you able to hear me properly?

Speaker speaker_0: I can hear you better now. Yes, sir.

Speaker speaker_1: Oh, yeah. I just came out. So I have sent an email. I dropped an email, uh, to Info@Benefits last week itself. I haven't heard anything from them yet. So this call, I'm

calling you regarding to check, uh, is everything going smooth or, uh, do I need to provide any more help?

Speaker speaker_0: So that's what I was saying, sir. We don't handle that on our end. So until we hear from them- ... that they processed the QLE, we wouldn't be able to move forward with getting you enrolled. There hasn't been any update so far.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Once we receive an update, then we give you a call back to let you know if the QLE went through or not.

Speaker speaker_1: Oh, okay. That makes sense. And, and I couldn't able to log in into my, um, uh, Benefits in a Card portal, so I think I have forgot my password or user ID. Can you please help me with the user ID and password, if you don't mind?

Speaker speaker_0: So I wouldn't be able to h- that would be something you have to reach out to your staffing company to directly. I would not be able to help you get a re- Or reset your password, something like that.

Speaker speaker_1: So then, then who... Why, why there is... Wh- I mean what is the purpose of this number? So why I'm calling you, so-

Speaker speaker_0: Sir, we, we need to enroll or un-enroll from the health insurance for this type of number. Yeah.

Speaker speaker_1: Oh, okay. Okay. Okay. Okay. Enroll to un-enroll, okay, makes sense. Makes sense. So, uh, just last question. So I was enrolled into BIC, right?

Speaker speaker_0: Yes, sir. You're enrolled into the-

Speaker speaker_1: Perfect. Perfect.

Speaker speaker_0: You have the MUP Pella ERX plan.

Speaker speaker_1: Perfect. Perfect, sir. Perfect. Yeah. Thank you. I will, I will figure it out. I will figure it out on the next steps. Yeah. Thank you.

Speaker speaker_0: No problem, Mr. Casava. Was there anything else I can help you with today?

Speaker speaker_1: Uh, that's it. That's it. Thank you.

Speaker speaker_0: Okay. If there's nothing else. Thanks for calling Benefits in a Card. I hope you have a great rest-

Speaker speaker_1: All right, sir.