

## Transcript: VICTORIA

Taylor-6021783813406720-5820490138304512

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello? Hi, how are you? Good. How are you? Feeling good. Thank you. Uh, my name is, um, Maugatte. And then, um, I'm working with Surge. So, I need, um, I need insurance, okay? And then, uh, they told me to call this number. Okay. What's the last four of your Social? It's, um, one-seven-one-eight. And your first and last name? My first name is, um, M-A-G-A-T-T-E. And my last name is M-B-A-C-K-E. Have you received your first paycheck from them yet? Yes. Okay. Last four is one-seven-one-eight? What's up? The last four digits of your social is one-seven-one-eight? Yes, correct. Okay. I'm not finding a file for you in our system. When did you receive your first check? Um, Decemb- December. You got your first check back in December? Yeah. My paycheck, that's what you said, right? Yeah. The, the first time you ever got paid by Surge. Was it back in- Yeah. ... December? December or the, or the beginning of January. Okay. So, for one, I don't have a file for you in my system under Surge. Oh. For two, you only have 30 days from the date of your first check to get enrolled into benefits. So, if you received your first check back in December or January, you would no longer be eligible to enroll. Oh, really? Yes, ma'am. Oh. So, what can I do then to have a, an insurance? Hello? I mean, the only thing really to do, because Surge is not in an open enrollment period currently- Okay. ... you would have to experience a, uh, qualifying life event. That is something that would have had to take place within the last 30 days. Or, you will have to wait for the next company open enrollment period, which typically takes place, um, in August of every year. Oh, yeah? Okay. So, let me make sure I have your information correct. So first name is M-A-U-G-A-T-T-E? No, no, no. Not U. It's M-A-G-A-T-T-E. Okay, is it M as in Mary, or N as in Nancy? M as Mary, A as, um, apple, and G as Google. And A as apple, and T as Tom, and T as Tom, and E as elephant. Last name is M as in Mary, B as in boy, A as in apple, C as in cat, K as in kangaroo, E as in echo. Correct? Y- yes. Do you mind verifying your address and date of birth? Okay. Um, my address, uh, where I used to live, like, when I started working there was, um, 1515 Kenwood Drive, Apartment 8. Okay. And your date of birth? My date of birth is January 1, um, 2000. And then phone number is 937-217-5015? Yes. Email is F-A-L-B-O-N-D-I-A-Y E-A-F-R-I-C-A 1995 at Gmail? Yes. Okay. So, it looks like you're actually already enrolled into coverage. You're enrolled into the M-E- Excuse me. You're enrolled into the MUC TeleRx for employee only. They automatically enroll their members into that. Yeah. Unless you opt out beforehand. So, you are enrolled. I am enrolled? Correct. But, um, I've never received a card or something like that, so... Well, you just say- stated your address needs to be updated, correct? Oh, my address needs to be updated? Okay, um, then you want to do that please? Sure, what does it need to be? It's, um, 222 South W-A-L-M-U-T Street, Sydney, Ohio, 45365. 45365? Yes. Okay. And just to make sure, date of birth is January 1, 2000? Yes. Okay. Give me just a few seconds. I'm going to update your address in

all of our systems, and then I can email you a copy of the ID card as well. Okay. I'll be right back. Yep, thanks. Hey. Okay. Okay. Okay. I tried to send the, I tried to send the ID card to that email, but it didn't go through. Hmm. So I'm going to repeat the email address to make sure I have it correctly. I have- Okay. ... F as in Frank, A as in Apple- ... L as in Larry, B as in Boy, U as in Umbrella, N as in Nancy- ... D as in Dog, I as in Indigo, A as in Apple, Y as in Yo-Yo, E as in Echo, A as in Apple, F as in Frank, R as in Robert, I as in Indigo- ... C as in Cat, A as in Apple 1995 @gmail.com. Hello. Okay. Let me, let me, let me, let me, uh, tell you, so you can verify if it's the correct one you have there. It's F-A-L-L-O-U-N-D-I-A-Y-E-A-F-R-I-C-A 1995 @gmail.com. Okay. So, F-A-L-L-O-U-N-D-I-A-Y-E-A-F-R-I-C-A 1995 @gmail.com. Yeah. Okay. Give me one second. Okay. I'm on the phone please. Okay, it looks like on my end it went through. Do you have a way to check and make sure you got it? Mm-hmm. Okay. Mm-hmm. Okay. So, because that is, um, my husband's email. That's what I use for the, um, for the application. So he's not here now, but when he come back I can ask him or, like, I can give you, like, my, my own email so you can send it through. Is it okay to do that? Yeah. Whatever email address you have access to that's, that's- Okay. ... good for you. Okay. I give you my, my, my own email then. Um, B-O-L-Y-H-A-M-A-T-H @gmail.com. All right. So, B-O-L-Y-H-A-M-A, uh, T-H @gmail.com? Yes. Okay. Stop making noises. I'm on the phone, baby. Um, yeah. Yeah. I see that. You got it? Yep. Okay. Do you need help- Yeah. ... with anything else? No. The... Oh. That's all. Thank you. You're welcome. You have a wonderful day. You too. Thank. Thank you. Bye-bye. Bye. Uh-oh. How the hell did I...? Do you need me to disconnect?

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hi, how are you? Good. How are you?

Speaker speaker\_1: Feeling good. Thank you. Uh, my name is, um, Maugatte. And then, um, I'm working with Surge. So, I need, um, I need insurance, okay? And then, uh, they told me to call this number.

Speaker speaker\_0: Okay. What's the last four of your Social?

Speaker speaker\_1: It's, um, one-seven-one-eight.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: My first name is, um, M-A-G-A-T-T-E. And my last name is M-B-A-C-K-E.

Speaker speaker\_0: Have you received your first paycheck from them yet?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Last four is one-seven-one-eight?

Speaker speaker\_1: What's up?

Speaker speaker\_0: The last four digits of your social is one-seven-one-eight?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: Okay. I'm not finding a file for you in our system. When did you receive your first check?

Speaker speaker\_1: Um, Decemb- December.

Speaker speaker\_0: You got your first check back in December?

Speaker speaker\_1: Yeah. My paycheck, that's what you said, right?

Speaker speaker\_0: Yeah. The, the first time you ever got paid by Surge. Was it back in-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... December?

Speaker speaker\_1: December or the, or the beginning of January.

Speaker speaker\_0: Okay. So, for one, I don't have a file for you in my system under Surge.

Speaker speaker\_1: Oh.

Speaker speaker\_0: For two, you only have 30 days from the date of your first check to get enrolled into benefits. So, if you received your first check back in December or January, you would no longer be eligible to enroll.

Speaker speaker\_1: Oh, really?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Oh. So, what can I do then to have a, an insurance?

Speaker speaker\_2: Hello?

Speaker speaker\_0: I mean, the only thing really to do, because Surge is not in a open enrollment period currently-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you would have to experience a, uh, qualifying life event. That is something that would have had to take place within the last 30 days. Or, you will have to wait for the next company open enrollment period, which typically takes place, um, in August of every year.

Speaker speaker\_1: Oh, yeah? Okay.

Speaker speaker\_0: So, let me make sure I have your information correct. So first name is M-A-U-G-A-T-T-E?

Speaker speaker\_1: No, no, no. Not U. It's M-A-G-A-T-T-E.

Speaker speaker\_0: Okay, is it M as in Mary, or N as in Nancy?

Speaker speaker\_1: M as Mary, A as, um, apple, and G as Google. And A as apple, and T as Tom, and T as Tom, and E as elephant.

Speaker speaker\_0: Last name is M as in Mary, B as in boy, A as in apple, C as in cat, K as in kangaroo, E as in echo. Correct?

Speaker speaker\_1: Y- yes.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Okay. Um, my address, uh, where I used to live, like, when I started working there was, um, 1515 Kenwood Drive, Apartment 8.

Speaker speaker\_0: Okay. And your date of birth?

Speaker speaker\_1: My date of birth is January 1, um, 2000.

Speaker speaker\_0: And then phone number is 937-217-5015?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Email is F-A-L-B-O-N-D-I-A-Y E-A-F-R-I-C-A 1995 at Gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So, it looks like you're actually already enrolled into coverage. You're enrolled into the M-E- Excuse me. You're enrolled into the MUC TeleRx for employee only. They automatically enroll their members into that.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Unless you opt out beforehand. So, you are enrolled.

Speaker speaker\_1: I am enrolled?

Speaker speaker\_0: Correct.

Speaker speaker\_1: But, um, I've never received a card or something like that, so...

Speaker speaker\_0: Well, you just say- stated your address needs to be updated, correct?

Speaker speaker\_1: Oh, my address needs to be updated? Okay, um, then you want to do that please?

Speaker speaker\_0: Sure, what does it need to be?

Speaker speaker\_1: It's, um, 222 South W-A-L-M-U-T Street, Sydney, Ohio, 45365.

Speaker speaker\_0: 45365?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And just to make sure, date of birth is January 1, 2000?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Give me just a few seconds. I'm going to update your address in all of our systems, and then I can email you a copy of the ID card as well.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I'll be right back.

Speaker speaker\_1: Yep, thanks.

Speaker speaker\_0: Hey.

Speaker speaker\_3: Okay.

Speaker speaker\_4: Okay.

Speaker speaker\_0: Okay. I tried to send the, I tried to send the ID card to that email, but it didn't go through.

Speaker speaker\_5: Hmm.

Speaker speaker\_0: So I'm going to repeat the email address to make sure I have it correctly. I have-

Speaker speaker\_5: Okay.

Speaker speaker\_0: ... F as in Frank, A as in Apple- ... L as in Larry, B as in Boy, U as in Umbrella, N as in Nancy- ... D as in Dog, I as in Indigo, A as in Apple, Y as in Yo-Yo, E as in Echo, A as in Apple, F as in Frank, R as in Robert, I as in Indigo- ... C as in Cat, A as in Apple 1995 @gmail.com.

Speaker speaker\_5: Hello.

Speaker speaker\_1: Okay. Let me, let me, let me, let me, uh, tell you, so you can verify if it's the correct one you have there. It's F-A-L-L-O-U-N-D-I-A-Y-E-A-F-R-I-C-A 1995 @gmail.com.

Speaker speaker\_0: Okay. So, F-A-L-L-O-U-N-D-I-A-Y-E-A-F-R-I-C-A 1995 @gmail.com.

Speaker speaker\_5: Yeah.

Speaker speaker\_0: Okay. Give me one second. Okay. I'm on the phone please. Okay, it looks like on my end it went through. Do you have a way to check and make sure you got it?

Speaker speaker\_1: Mm-hmm. Okay. Mm-hmm. Okay. So, because that is, um, my husband's email. That's what I use for the, um, for the application. So he's not here now, but when he come back I can ask him or, like, I can give you, like, my, my own email so you can send it through. Is it okay to do that?

Speaker speaker\_0: Yeah. Whatever email address you have access to that's, that's-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... good for you.

Speaker speaker\_1: Okay. I give you my, my, my own email then. Um, B-O-L-Y-H-A-M-A-T-H @gmail.com.

Speaker speaker\_0: All right. So, B-O-L-Y-H-A-M-A, uh, T-H @gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Stop making noises. I'm on the phone, baby. Um, yeah. Yeah. I see that.

Speaker speaker\_0: You got it?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Do you need help-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... with anything else?

Speaker speaker\_1: No. The... Oh. That's all. Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too. Thank.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye. Uh-oh. How the hell did I...?

Speaker speaker\_0: Do you need me to disconnect?