

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Um, I was, um, calling to see, uh... 'Cause I signed up for the, um, my job through y'all, and I signed up for the insurance and dental. I think it was health or dental, something like that. But I signed up for the, um... And I want to know when did it start, 'cause I already took money out of my check. Okay. When did you see the first deduction happen? Was it today? Well, I got, I got my check, I got my check yesterday, so yeah. First. So yesterday? Okay. If the first deduction was yesterday, then the policy should become effective, uh, next Monday, depending on when we receive it from your employer. So it's not active at this time. Okay. And, uh, would you be able to tell me the address I got the card, it's sent to? Okay. Yeah. What, what staffing company do you work with? Uh, MAU. Okay. And the last four of your social? Five, seven, seven, zero. All right. Your first and last name? Tidarius Lewis. You said five, seven, seven, zero was the last four? Yes. Okay. There we go. Found you. Mr. Lewis, could you verify your address and date of birth for me please? Um, my date of birth is 7/11/99. That's what I was trying to figure out, like which, which one did I put, which- Okay. Which address is that. Well, verify what, uh, verify which address it should be going to, and I'll tell you if that's the one that we have on file. Uh, 507 Greenview Drive. And the rest of it, the city, state and zip? Uh, Anderson, South Carolina. 29624. No, that's not the address- Two five- ... that we have on file. Y'all got 1000 Hillsborough Drive? Yes. I'll need to- That's in South Carolina. ... verify the r- Okay. Yes. That's the address that we have on file. I can update that for you. What, uh, what was the new address one more time? Uh, 507 Greenview Drive. And the city, state and zip? Anderson, South Carolina. 29624. Thank you. All right. Go ahead. I've gone, gone ahead and updated your address, so any ID cards will, will go there then. All right. Anything else? Thank you. No, that'll be it. All right. Thank you. Oh, could you tell me, uh, could you say how, how does it work really, like what all does it cover? How much does it cover? So I can't tell you that because we're only the enrollment admin for MAU. Once you receive your ID cards, the ID cards will have, um, phone numbers for the customer service departments to the carriers. You can give them a call to get more detailed information about what exactly your plan will cover. Okay. All right. Anything else? No, that'll be it. All right. Thanks again for calling and have a wonderful day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_2: Um, I was, um, calling to see, uh... 'Cause I signed up for the, um, my job through y'all, and I signed up for the insurance and dental. I think it was health or dental, something like that. But I signed up for the, um... And I want to know when did it start, 'cause I already took money out of my check.

Speaker speaker_1: Okay. When did you see the first deduction happen? Was it today?

Speaker speaker_2: Well, I got, I got my check, I got my check yesterday, so yeah.

Speaker speaker_1: First. So yesterday? Okay. If the first deduction was yesterday, then the policy should become effective, uh, next Monday, depending on when we receive it from your employer. So it's not active at this time.

Speaker speaker_2: Okay. And, uh, would you be able to tell me the address I got the card, it's sent to?

Speaker speaker_1: Okay. Yeah. What, what staffing company do you work with?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: Five, seven, seven, zero.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Tidarius Lewis.

Speaker speaker_1: You said five, seven, seven, zero was the last four?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. There we go. Found you. Mr. Lewis, could you verify your address and date of birth for me please?

Speaker speaker_2: Um, my date of birth is 7/11/99. That's what I was trying to figure out, like which, which one did I put, which-

Speaker speaker_1: Okay.

Speaker speaker_2: Which address is that.

Speaker speaker_1: Well, verify what, uh, verify which address it should be going to, and I'll tell you if that's the one that we have on file.

Speaker speaker_2: Uh, 507 Greenvview Drive.

Speaker speaker_1: And the rest of it, the city, state and zip?

Speaker speaker_2: Uh, Anderson, South Carolina. 29624.

Speaker speaker_1: No, that's not the address-

Speaker speaker_2: Two five-

Speaker speaker_1: ... that we have on file.

Speaker speaker_2: Y'all got 1000 Hillsborough Drive?

Speaker speaker_1: Yes. I'll need to-

Speaker speaker_2: That's in South Carolina.

Speaker speaker_1: ... verify the r- Okay. Yes. That's the address that we have on file. I can update that for you. What, uh, what was the new address one more time?

Speaker speaker_2: Uh, 507 Greenview Drive.

Speaker speaker_1: And the city, state and zip?

Speaker speaker_2: Anderson, South Carolina. 29624.

Speaker speaker_1: Thank you. All right.

Speaker speaker_2: Go ahead.

Speaker speaker_1: I've gone, gone ahead and updated your address, so any ID cards will, will go there then.

Speaker speaker_2: All right.

Speaker speaker_1: Anything else?

Speaker speaker_2: Thank you. No, that'll be it.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Oh, could you tell me, uh, could you say how, how does it work really, like what all does it cover? How much does it cover?

Speaker speaker_1: So I can't tell you that because we're only the enrollment admin for MAU. Once you receive your ID cards, the ID cards will have, um, phone numbers for the customer service departments to the carriers. You can give them a call to get more detailed information about what exactly your plan will cover.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too.