

Transcript: Chris Sofield (deactivated)-5922808016617472-6395430848380928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. Um, I am currently employed with MAU and I was wondering if I can, um, activate my insurance with them. Um, do you mean just enroll into it? Uh, yeah. Sorry. Okay. Uh, you said you're with MAU? Mm-hmm. What's the last four of your Social? 1407. Okay. And your first and last name? James Young. Thank you, Mr. Young. Could you verify your address and date of birth for me please? 1910 Morningside Drive and 11/11/2003. And the rest of the address? I need the city, state and zip, sir. Oh, sorry, um, uh, North Charleston 9929405. Thank you. Phone I have on file is 647-8140. Is that correct? Yes, sir. Okay. Looks like y- uh, looks like you're already enrolled, sir. Um, at this time we're waiting for deductions to be taken out of your paychecks. Once that first deduction happens, your policy should be c- should become effective the following Monday with ID cards arriving about a week or two after that. Okay. Anything else? Uh, no, sir. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. Bye. Bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Um, I am currently employed with MAU and I was wondering if I can, um, activate my insurance with them.

Speaker speaker_1: Um, do you mean just enroll into it?

Speaker speaker_2: Uh, yeah. Sorry.

Speaker speaker_1: Okay. Uh, you said you're with MAU?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 1407.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: James Young.

Speaker speaker_1: Thank you, Mr. Young. Could you verify your address and date of birth for me please?

Speaker speaker_2: 1910 Morningside Drive and 11/11/2003.

Speaker speaker_1: And the rest of the address? I need the city, state and zip, sir.

Speaker speaker_2: Oh, sorry, um, uh, North Charleston 9929405.

Speaker speaker_1: Thank you. Phone I have on file is 647-8140. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Looks like y- uh, looks like you're already enrolled, sir. Um, at this time we're waiting for deductions to be taken out of your paychecks. Once that first deduction happens, your policy should be c- should become effective the following Monday with ID cards arriving about a week or two after that.

Speaker speaker_2: Okay.

Speaker speaker_1: Anything else?

Speaker speaker_2: Uh, no, sir. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye now.