

Transcript: Chris Sofield

(deactivated)-6189658622967808-5405056547471360

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card This is Chris. How can I help you today? Yes. Good morning. This is Rodney Blackwell, and I work for MAU. And, uh, I'm calling to find out the open enrollment. Uh, open enrollment for MAU, I believe that started today. O- okay. Yes, sir. That started today. Can you confirm that? That... Okay. All right. My, uh... Okay. Yeah. So, it's, it's from- Okay. ... today until January 31st. All right. Okay. Um, I'd like to... Uh, my name is, uh, Rodney Blackwell. Mm-hmm. And, uh, I want to... I have some, um, insurance through, uh, Benefits in a Card, and I want to, uh, suspend that, please. Y- you want to... You said extend that? No, suspend it. Oh, suspend it. Okay. You want to stop it. Okay. Mm-hmm. I'm, I misheard you. All right. What's the last four of your social? 5410. Thank you. Mr. Blackwell, can you verify your address and your date of birth for me? Date of birth, 6/24/1967. And also, the date of, um... Address is 281 Old Jackson Highway, Jackson, South Carolina 29831. Thank you. Phone we have on file, 803-522-3739. Is that correct? Yes. All right. All right. So, I see, it looks like you got medical for just yourself- ... dental, vision and life for you and your spouse. Yeah. And then short-term disability for just yourself. Was there any of this that you wanted to keep or did you want to cancel all of it? I want to cancel all of it. We can get that done for you. All right. Okay. So, uh, c- now, cancellation does take one to two weeks to fully process. Um, it's gotta go back to MAU's payroll teams as well. During this timeframe- Okay. ... you may still see one or two more deductions providing one or two final weeks of coverage, but you'd only see two at the most, if you see any more. Okay? Okay. All right. All right. Anything else? No, not at the moment. All right. Well, if that's everything, thanks again for calling Benefits in a Card, Mr. Blackwell. You have a wonderful day. Thank you, as well. Mm-hmm. All right. Bye now. Bye-bye.

Conversation Format

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

Speaker speaker_2: Thank you for calling Benefits in a Card This is Chris. How can I help you today?

Speaker speaker_3: Yes. Good morning. This is Rodney Blackwell, and I work for MAU. And, uh, I'm calling to find out the open enrollment.

Speaker speaker_2: Uh, open enrollment for MAU, I believe that started today.

Speaker speaker_3: O- okay.

Speaker speaker_2: Yes, sir. That started today.

Speaker speaker_3: Can you confirm that?

Speaker speaker_2: That...

Speaker speaker_3: Okay. All right. My, uh... Okay.

Speaker speaker_2: Yeah. So, it's, it's from-

Speaker speaker_3: Okay.

Speaker speaker_2: ... today until January 31st.

Speaker speaker_3: All right. Okay. Um, I'd like to... Uh, my name is, uh, Rodney Blackwell.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: And, uh, I want to... I have some, um, insurance through, uh, Benefits in a Card, and I want to, uh, suspend that, please.

Speaker speaker_2: Y- you want to... You said extend that?

Speaker speaker_3: No, suspend it.

Speaker speaker_2: Oh, suspend it. Okay. You want to stop it. Okay.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: I'm, I misheard you. All right. What's the last four of your social?

Speaker speaker_3: 5410.

Speaker speaker_2: Thank you. Mr. Blackwell, can you verify your address and your date of birth for me?

Speaker speaker_3: Date of birth, 6/24/1967. And also, the date of, um... Address is 281 Old Jackson Highway, Jackson, South Carolina 29831.

Speaker speaker_2: Thank you. Phone we have on file, 803-522-3739. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_2: All right. All right. So, I see, it looks like you got medical for just yourself- ... dental, vision and life for you and your spouse.

Speaker speaker_3: Yeah.

Speaker speaker_2: And then short-term disability for just yourself. Was there any of this that you wanted to keep or did you want to cancel all of it?

Speaker speaker_3: I want to cancel all of it.

Speaker speaker_2: We can get that done for you. All right.

Speaker speaker_3: Okay.

Speaker speaker_2: So, uh, c- now, cancellation does take one to two weeks to fully process. Um, it's gotta go back to MAU's payroll teams as well. During this timeframe-

Speaker speaker_3: Okay.

Speaker speaker_2: ... you may still see one or two more deductions providing one or two final weeks of coverage, but you'd only see two at the most, if you see any more. Okay?

Speaker speaker_3: Okay. All right.

Speaker speaker_2: All right. Anything else?

Speaker speaker_3: No, not at the moment.

Speaker speaker_2: All right. Well, if that's everything, thanks again for calling Benefits in a Card, Mr. Blackwell. You have a wonderful day.

Speaker speaker_3: Thank you, as well. Mm-hmm.

Speaker speaker_2: All right. Bye now.

Speaker speaker_3: Bye-bye.