

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 ... Card. This is Chris. How can I help you today? Uh, yeah, Chris, I was just calling to see, um, was I actually enrolled, uh, into the benefits? Okay. What staffing company do you work with? Uh, MAU. And last four of your Social? 6701. Thank you. Your first and last name? Jaylen Hunter. All right. Mr. Hunter, could you verify your address and your date of birth for me? Um, 16 Rosabella Drive, Anderson, South Carolina, 29625. Uh, birthday, 04/13/1993. Thank you. Phone number 564-245-7254. Is that correct? Yeah, that's correct. All right, let's see here. All right, it does, it does look like you are currently enrolled into, uh, medical, dental, vision, life, accident, illness and behavioral health auto-employed only. Um, while you're enrolled however, we are still waiting on deductions to happen so nothing's active as of yet. Oh, okay. Uh... All right. You know how long that take to, to get at this? Uh, well, the policy is effective typically the Monday following the first deduction, um, but when that deduction happens is completely up to MAU. So if you have any questions on that, the only thing I could suggest is to give them a call and ask to speak with their payroll team to see if they have any information on that for you. Okay. All right. Yeah, okay. All right. You need anything else? That sounds... No, that'd be good. I appreciate it. No problem. Thanks again for calling and have a wonderful day. You too. All right, 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 ... Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, yeah, Chris, I was just calling to see, um, was I actually enrolled, uh, into the benefits?

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

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: And last four of your Social?

Speaker speaker_2: 6701.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Jaylen Hunter.

Speaker speaker_1: All right. Mr. Hunter, could you verify your address and your date of birth for me?

Speaker speaker_2: Um, 16 Rosabella Drive, Anderson, South Carolina, 29625. Uh, birthday, 04/13/1993.

Speaker speaker_1: Thank you. Phone number 564-245-7254. Is that correct?

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: All right, let's see here. All right, it does, it does look like you are currently enrolled into, uh, medical, dental, vision, life, accident, illness and behavioral health auto-employed only. Um, while you're enrolled however, we are still waiting on deductions to happen so nothing's active as of yet.

Speaker speaker_2: Oh, okay. Uh... All right. You know how long that take to, to get at this?

Speaker speaker_1: Uh, well, the policy is effective typically the Monday following the first deduction, um, but when that deduction happens is completely up to MAU. So if you have any questions on that, the only thing I could suggest is to give them a call and ask to speak with their payroll team to see if they have any information on that for you.

Speaker speaker_2: Okay. All right. Yeah, okay.

Speaker speaker_1: All right. You need anything else?

Speaker speaker_2: That sounds... No, that'd be good. I appreciate it.

Speaker speaker_1: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye now.