

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 in a Card. This is Chris. How can I help you today? Uh, hey, Chris. Uh, I just wanted to call to confirm my enrollment status for my benefits. Okay. What staffing company do you work with? Uh, I work with, uh, MAU Workforce Solutions. Okay. Uh, let's see here. And then your last four of your social? Uh, 9914. And your first and last name? Uh, Calvin Bell. All right, Mr. Bell. Could you verify your address and your date of birth for me? Yeah. Address, uh, 660 Houseman Road, Apartment 9-7, Greenville, South Carolina, 29607. And birthday is, uh, April 5th, 1987. Okay. Phone on file we have is 706-414-8995. Is that correct? Yes, that's right. All right. Looks like your coverage is still active at this time. Okay. Uh, I might have missed this change, but I haven't looked at my benefits. I just thought everything rolled over from last year. But I went on to, uh, Superior Vision, and did you guys change from Superior Vision to a different vision company? Uh, yeah. Um, MAU did change from Superior Vision to MetLife for vision coverage. Um, so we- Oh, okay. Yeah, what... I can, I can send you a copy of the, uh, new MetLife ID card. Um, do... Can you confirm we have your email on file, calvin.bell.1987@gmail.com? Yes, that's right. All right. I'll send you a copy of that vision card, uh, to that email address. This is going to come- Mm-hmm. ... from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um... Okay. And then, uh, yeah, you should be able to use that. Okay. Gotcha. I, I totally missed that. I assumed that all my stuff rolled over from last year, so that's on me. Well, no, it's... Uh, your vision coverage did roll over. It's just that MAU change to the vision provider was... So, yeah, no, that's- Right. Right. Yeah. All right. But yeah, so we'll, we'll, we'll get you squared away. Anything else? Okay. No, that's it. I just wanted to make sure I was good. Thank you. No problem. Thanks for calling and have a good day. All right. You too. All right. Bye now. Bye.

Conversation Format

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

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

Speaker speaker_2: Uh, hey, Chris. Uh, I just wanted to call to confirm my enrollment status for my benefits.

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

Speaker speaker_2: Uh, I work with, uh, MAU Workforce Solutions.

Speaker speaker_1: Okay. Uh, let's see here. And then your last four of your social?

Speaker speaker_2: Uh, 9914.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Calvin Bell.

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

Speaker speaker_2: Yeah. Address, uh, 660 Houseman Road, Apartment 9-7, Greenville, South Carolina, 29607. And birthday is, uh, April 5th, 1987.

Speaker speaker_1: Okay. Phone on file we have is 706-414-8995. Is that correct?

Speaker speaker_2: Yes, that's right.

Speaker speaker_1: All right. Looks like your coverage is still active at this time.

Speaker speaker_2: Okay. Uh, I might have missed this change, but I haven't looked at my benefits. I just thought everything rolled over from last year. But I went on to, uh, Superior Vision, and did you guys change from Superior Vision to a different vision company?

Speaker speaker_1: Uh, yeah. Um, MAU did change from Superior Vision to MetLife for vision coverage. Um, so we-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yeah, what... I can, I can send you a copy of the, uh, new MetLife ID card. Um, do... Can you confirm we have your email on file, calvin.bell.1987@gmail.com?

Speaker speaker_2: Yes, that's right.

Speaker speaker_1: All right. I'll send you a copy of that vision card, uh, to that email address. This is going to come-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: And then, uh, yeah, you should be able to use that.

Speaker speaker_2: Okay. Gotcha. I, I totally missed that. I assumed that all my stuff rolled over from last year, so that's on me.

Speaker speaker_1: Well, no, it's... Uh, your vision coverage did roll over. It's just that MAU change to the vision provider was... So, yeah, no, that's-

Speaker speaker_2: Right. Right.

Speaker speaker_1: Yeah. All right. But yeah, so we'll, we'll, we'll get you squared away. Anything else?

Speaker speaker_2: Okay. No, that's it. I just wanted to make sure I was good. Thank you.

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

Speaker speaker_2: All right. You too.

Speaker speaker_1: All right. Bye now.

Speaker speaker_2: Bye.