

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, I was calling, um... I'm pretty s- I just got insurance reached out through my job. And I was seeing if I would get a email as well as... I'm pretty sure y'all sent out them, uh, insurance cards. But I was seeing if I could get access to 'em. Uh, Yeah. Let me check on that for you real quick. What's the staffing agency you work for one more time? MAU. And the last four of your social? 9462 9364. And what were your first and last name? Tyreke Slocum. And for security purposes, could you verify your home address, including city, state and zip code, Tyreke? 1000 Etowah Ferry Drive, Acworth, Georgia 30102. And your date of birth? Apartment 51. Oh, okay. I left that on there Sorry, sir. The apartment, uh, June 6th, 1998. And a good telephone number have as 470-580-1972? Yes, sir. And the email I have is your last name first name at gmail? Yes, sir. Okay. So looking at the file, it looks like you are currently enrolled in a benefits offered through MAU. However, checking the calendar, we're still waiting on the first payroll deduction to come through from them. So once we receive that deduction, you'll become active and then cards will be issued out from there. So you're not currently active in the benefits just yet, so there's no policy number or ID card to give out right now. Okay, that makes sense. I don't know why I didn't think of that on my first check this week, but I thought that did. Okay, um, thank you. Yeah. You sta- yeah, you stated if you had experienced deductions come off your paycheck. Like I said, we're just waiting on MAU to send that information to us. Okay? Okay. Perfect. Thank you. You're welcome. You have a great day, okay? You as well. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, I was calling, um... I'm pretty s- I just got insurance reached out through my job. And I was seeing if I would get a email as well as... I'm pretty sure y'all sent out them, uh, insurance cards. But I was seeing if I could get access to 'em. Uh, Yeah. Let me check on that for you real quick. What's the staffing agency you work for one more time? MAU.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9462 9364.

Speaker speaker_0: And what were your first and last name?

Speaker speaker_1: Tyreke Slocum.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Tyreke?

Speaker speaker_1: 1000 Etowah Ferry Drive, Acworth, Georgia 30102.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Apartment 51. Oh, okay. I left that on there Sorry, sir. The apartment, uh, June 6th, 1998.

Speaker speaker_0: And a good telephone number have as 470-580-1972?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is your last name first name at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So looking at the file, it looks like you are currently enrolled in a benefits offered through MAU. However, checking the calendar, we're still waiting on the first payroll deduction to come through from them. So once we receive that deduction, you'll become active and then cards will be issued out from there. So you're not currently active in the benefits just yet, so there's no policy number or ID card to give out right now.

Speaker speaker_1: Okay, that makes sense. I don't know why I didn't think of that on my first check this week, but I thought that did. Okay, um, thank you.

Speaker speaker_0: Yeah. You sta- yeah, you stated if you had experienced deductions come off your paycheck. Like I said, we're just waiting on MAU to send that information to us. Okay?

Speaker speaker_1: Okay. Perfect. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You as well.

Speaker speaker_0: All right. Bye-bye.