

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today? Hey, Justin. This is Frankie Campbell. Uh, I had set up, uh, I called and had set up for my benefits, my, my medical benefits to come out. Now, I see that vision and dental ha- came out, but I didn't see my other benefit, uh, as far as, uh, my medical. Um, yeah, let me check on that. So MAU, you said? Uh-huh. And what's the last four of your social? 0712. And for security purposes, can you verify your home address, including city, state and zip code, Ms. Campbell? Yes. It's 11 Luke Lane, Lot 85, and that's Greenville, South Carolina. And your date of birth? Uh, 11/3/63. And a good telephone number have is 864-787-0684? Yes. In the email, I have a c1bird63@Yahoo? Yes. Okay, so let's see here. So you stated that you saw vision come off your paycheck, but not the medical? Yeah. That's, that's what I was looking at. I, I, I looked at my, my check stub, but I didn't see... I didn't see the medical. I was like, "No, I need to pick up my prescription before I have to call my doctor again and have, have him to resend it." But, uh, yeah, I was calling to find out what was going on. I mean, 'cause I didn't see that come out of my check. Okay. Um, do you have your pay stubs nearby? Like, are you looking at them right now or no? Um, yeah. I'm getting ready to pull it up right now. Okay. All right. Uh, yeah. Let me get in here. Now they want to send me a security code, ain't this something? Hmm. Oh. Come on. Okay. Let me get out of that one. Hold on. I'm gonna get it for you. All right, here. Okay. 898921. 898921. Okay. 898921. My fingers feel like they're too big to be sitting on my keys sometimes. Okay, I'm pulling, it's coming up now. Okay, here's my paycheck stub. Okay. This is... Yep, that's the one. Okay. Um, check stub. Um, check stub. Let me see my check stub. Come over. Now why is it turning? Yeah, that, that kind of confused me, um, when I seen it. Okay. Here you go. It's got, um... Oh, oh, I see the BIC, disability, dental and vision. Okay. Do you see BIC MEC by any chance? Hmm, no, I don't. Oh, shit. No, I don't. Okay. Let's see here. So I may have to email you a requested document email to have you s- take a screenshot of that pay stub and have, and, and send it to me so I can have my back office investigate and see why MAU didn't include that medical plan on the deduction. Yeah. I wish I could just... 'Cause I don't know how to do a screen. I, I'm sorry, but I don't know how to do screenshots. I wish I had some way I could s- I could, um, I could just... But I, I can, I could try. Um, is there a way you can download that, uh, um, that pay stub? Yeah. Yeah, that's what I- Yeah? That's what I was thinking about doing. Yeah. Okay. Yeah, if you download it as a PDF and just send it to, uh, the email that I'm about to send it to, or just respond back to the email I'm sending you. Oh. Um, just include the, that PDF and I'll forward it to my back office, and we'll investigate. Okay. Okay. Uh, but do you mind if I place you in a brief hold while I get that email set up for you? No, no, go ahead. Okay. Hello, Frankie, you still there? Yeah, I'm still here. Awesome. Thank you so much for holding. So I went ahead and emailed you that requested document email to the email we had on file. Uh-huh. Email

that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? Okay, then. Okay. But yes, there are directions in that email. Just follow the directions and then just include what needs to be included. And like I said, I'll have my back office investigate once we receive that information, okay? Okay, no problem. Awesome. Well, is there anything else I can assist you with today, Frankie? Nope, this it. Awesome. Well, you have a wonderful day, okay? Okay, thank you. You're welcome. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Encouragement. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. This is Frankie Campbell. Uh, I had set up, uh, I called and had set up for my benefits, my, my medical benefits to come out. Now, I see that vision and dental ha- came out, but I didn't see my other benefit, uh, as far as, uh, my medical.

Speaker speaker_0: Um, yeah, let me check on that. So MAU, you said?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And what's the last four of your social?

Speaker speaker_1: 0712.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Ms. Campbell?

Speaker speaker_1: Yes. It's 11 Luke Lane, Lot 85, and that's Greenville, South Carolina.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 11/3/63.

Speaker speaker_0: And a good telephone number have is 864-787-0684?

Speaker speaker_1: Yes.

Speaker speaker_0: In the email, I have a c1bird63@Yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let's see here. So you stated that you saw vision come off your paycheck, but not the medical?

Speaker speaker_1: Yeah. That's, that's what I was looking at. I, I, I looked at my, my check stub, but I didn't see... I didn't see the medical. I was like, "No, I need to pick up my prescription before I have to call my doctor again and have, have him to resend it." But, uh, yeah, I was calling to find out what was going on. I mean, 'cause I didn't see that come out of my check.

Speaker speaker_0: Okay. Um, do you have your pay stubs nearby? Like, are you looking at them right now or no?

Speaker speaker_1: Um, yeah. I'm getting ready to pull it up right now.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. Uh, yeah. Let me get in here. Now they want to send me a security code, ain't this something? Hmm. Oh. Come on. Okay. Let me get out of that one. Hold on. I'm gonna get it for you. All right, here. Okay. 898921. 898921. Okay. 898921. My fingers feel like they're too big to be sitting on my keys sometimes. Okay, I'm pulling, it's coming up now. Okay, here's my paycheck stub. Okay. This is... Yep, that's the one. Okay. Um, check stub. Um, check stub. Let me see my check stub. Come over. Now why is it turning? Yeah, that, that kind of confused me, um, when I seen it. Okay. Here you go. It's got, um... Oh, oh, I see the BIC, disability, dental and vision.

Speaker speaker_0: Okay. Do you see BIC MEC by any chance?

Speaker speaker_1: Hmm, no, I don't. Oh, shit. No, I don't.

Speaker speaker_0: Okay. Let's see here. So I may have to email you a requested document email to have you s- take a screenshot of that pay stub and have, and, and send it to me so I can have my back office investigate and see why MAU didn't include that medical plan on the deduction.

Speaker speaker_1: Yeah. I wish I could just... 'Cause I don't know how to do a screen. I, I'm sorry, but I don't know how to do screenshots. I wish I had some way I could s- I could, um, I could just... But I, I can, I could try.

Speaker speaker_0: Um, is there a way you can download that, uh, um, that pay stub? Yeah.

Speaker speaker_1: Yeah, that's what I-

Speaker speaker_0: Yeah?

Speaker speaker_1: That's what I was thinking about doing. Yeah.

Speaker speaker_0: Okay. Yeah, if you download it as a PDF and just send it to, uh, the email that I'm about to send it to, or just respond back to the email I'm sending you.

Speaker speaker_1: Oh.

Speaker speaker_0: Um, just include the, that PDF and I'll forward it to my back office, and we'll investigate.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Uh, but do you mind if I place you in a brief hold while I get that email set up for you?

Speaker speaker_1: No, no, go ahead.

Speaker speaker_0: Okay. Hello, Frankie, you still there?

Speaker speaker_1: Yeah, I'm still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So I went ahead and emailed you that requested document email to the email we had on file.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Email that you should look out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_1: Okay, then.

Speaker speaker_0: Okay. But yes, there are directions in that email. Just follow the directions and then just include what needs to be included. And like I said, I'll have my back office investigate once we receive that information, okay?

Speaker speaker_1: Okay, no problem.

Speaker speaker_0: Awesome. Well, is there anything else I can assist you with today, Frankie?

Speaker speaker_1: Nope, this it.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.