

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. Sorry. I know I called earlier, but I just got a question on what plan do I actually have- Okay. Um- ... that I got accepted for it. Yeah, what's the staffing agency you work for? Uh, MAU and Ferrero. And the last four of your Social? 4339. And your first and last name? Jasmine Hamilton. And for security purposes, could you verify your home address, including city, state and zip code, Jasmine? 522 Buttonwood Drive, Graniteville, South Carolina 29829. And your date of birth? 06/14/2004. And a good telephone number I have is 761-3846? Yes. And the email I have is jasmineham1icloud? Mm-hmm. Okay, so looking at the file, it looks like you're enrolled into the Ensure Plus Enhanced, which covers hospitals, doctors and medications, dental, term life, which is your life insurance, vision, critical illness, and group accident all for employee only. Mm-hmm. Okay, okay. Um, do you... So that's the actual, like, insurance name? Like, when the doctor asks me, what would I tell them? Um, you would tell them the insurance is through American Public Life. That's your insurance carrier. Let me see. You said my plan was the Insure Plus? Yes, Insure Plus Enhanced. Insure. Okay. And it's through American Public Life? Correct. Okay. Thank you. And you said that should be active within the couple weeks after a deduction or something like that? Um, yes. So like I said, we're just waiting on MAU to make that deduction on you and then send it over, 'cause once that happens, you'll become active and then cards will be issued out from there. Oh, okay. Cool. So then we have to wait for the card to actually use it? We have to wait for the card to come? Uh, no, ma'am. So once you do become active in the coverage, if you did call us back within 72 hours, usually the Thursday or Friday of the week you become active, we can email the ID cards to you just so you have them. Oh, okay. Gotcha, gotcha, gotcha. Okay. Well, thank you. You're welcome. Is there anything else I can help you out with today? No, sir. Awesome. Well, you have a wonderful day, okay? You too. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. Sorry. I know I called earlier, but I just got a question on what plan do I actually have-

Speaker speaker_0: Okay. Um-

Speaker speaker_1: ... that I got accepted for it.

Speaker speaker_0: Yeah, what's the staffing agency you work for?

Speaker speaker_1: Uh, MAU and Ferrero.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4339.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jasmine Hamilton.

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

Speaker speaker_1: 522 Buttonwood Drive, Graniteville, South Carolina 29829.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 06/14/2004.

Speaker speaker_0: And a good telephone number I have is 761-3846?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is jasmineham1icloud?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay, so looking at the file, it looks like you're enrolled into the Ensure Plus Enhanced, which covers hospitals, doctors and medications, dental, term life, which is your life insurance, vision, critical illness, and group accident all for employee only.

Speaker speaker_1: Mm-hmm. Okay, okay. Um, do you... So that's the actual, like, insurance name? Like, when the doctor asks me, what would I tell them?

Speaker speaker_0: Um, you would tell them the insurance is through American Public Life. That's your insurance carrier.

Speaker speaker_1: Let me see. You said my plan was the Insure Plus?

Speaker speaker_0: Yes, Insure Plus Enhanced.

Speaker speaker_1: Insure. Okay. And it's through American Public Life?

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Thank you. And you said that should be active within the couple weeks after a deduction or something like that?

Speaker speaker_0: Um, yes. So like I said, we're just waiting on MAU to make that deduction on you and then send it over, 'cause once that happens, you'll become active and then cards will be issued out from there.

Speaker speaker_1: Oh, okay. Cool. So then we have to wait for the card to actually use it? We have to wait for the card to come?

Speaker speaker_0: Uh, no, ma'am. So once you do become active in the coverage, if you did call us back within 72 hours, usually the Thursday or Friday of the week you become active, we can email the ID cards to you just so you have them.

Speaker speaker_1: Oh, okay. Gotcha, gotcha, gotcha. Okay. Well, thank you.

Speaker speaker_0: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_1: No, sir.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right, bye-bye.