

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. My name is Daja Middleton. I'm calling about ex- information about my insurance w- insurance with my job. Okay. What's the staffing agency you work for? MAU. And the last four of your social? 5-5-8-2-4. And for security purposes, can you verify your home address, including city, state and zip code? 311 Edward Avenue, Greenwood, South Carolina 29629. And your date of birth? 08-22-95. And a good telephone number you have is 864-992-3413. That's correct. And the email you have is dajamiddleton825 at gmail? That's right. Okay. Um, so looking at the calendar, it looks like you became active in the 2025 coverage as of last Monday, the 6th. So, you should be receiving physical ID cards sometime early, or sometime this week or the next few days. However, do you mind if I place you on a brief hold while I search up that information, and I can email it to you? Um, sure, yes. But I do have other questions, too. I'll ask you some of that. Yeah. What were your questions before I do all of that for you? Yeah. I thought I was already enrolled. I've been with MAU for almost nine months. Um, yes. So, you were enrolled. It just, everything rolled over for 2025 coverage. Oh, no. Okay, um, I'm trying to... Um, I'm trying to... You said, when, i- it, it, it already became active, you said? Yes. You had rolled over as of last Monday, the 6th. Okay. All right. Just making sure that I do, um, I need the, some information or something, 'cause I do have a doctor's appointment tomorrow. Mm-hmm. I was trying to see, are you gonna email that to me, or do I have to wait till it physically comes? Um, I can email that information to you, just so you have it. Okay, yes. 'Cause I'm gonna need it, 'cause I, I do have an appointment tomorrow. Okay. Well, do you mind if I place you on a brief hold while I send all of that to you? Yes, sir. Okay. I'll be right back for you, okay? No problem. Okay. Hello. Are you still there? Yes, sir. Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay? The... You said something, I'm sorry. I, I said okay. Okay. Um, well, is there anything else I can help you out with today? No, go ahead. That's it. Thank you so much. You're welcome. You have a great day, okay? Y- you, too. Bye-bye. Bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. My name is Daja Middleton. I'm calling about ex- information about my insurance w- insurance with my job.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 5-5-8-2-4.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: 311 Edward Avenue, Greenwood, South Carolina 29629.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 08-22-95.

Speaker speaker_1: And a good telephone number you have is 864-992-3413.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email you have is dajamiddleton825 at gmail?

Speaker speaker_2: That's right.

Speaker speaker_1: Okay. Um, so looking at the calendar, it looks like you became active in the 2025 coverage as of last Monday, the 6th. So, you should be receiving physical ID cards sometime early, or sometime this week or the next few days. However, do you mind if I place you on a brief hold while I search up that information, and I can email it to you?

Speaker speaker_2: Um, sure, yes. But I do have other questions, too. I'll ask you some of that.

Speaker speaker_1: Yeah. What were your questions before I do all of that for you?

Speaker speaker_2: Yeah. I thought I was already enrolled. I've been with MAU for almost nine months.

Speaker speaker_1: Um, yes. So, you were enrolled. It just, everything rolled over for 2025 coverage.

Speaker speaker_2: Oh, no. Okay, um, I'm trying to... Um, I'm trying to... You said, when, i- it, it, it already became active, you said?

Speaker speaker_1: Yes. You had rolled over as of last Monday, the 6th.

Speaker speaker_2: Okay. All right. Just making sure that I do, um, I need the, some information or something, 'cause I do have a doctor's appointment tomorrow.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I was trying to see, are you gonna email that to me, or do I have to wait till it physically comes?

Speaker speaker_1: Um, I can email that information to you, just so you have it.

Speaker speaker_2: Okay, yes. 'Cause I'm gonna need it, 'cause I, I do have an appointment tomorrow.

Speaker speaker_1: Okay. Well, do you mind if I place you on a brief hold while I send all of that to you?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. I'll be right back for you, okay?

Speaker speaker_2: No problem.

Speaker speaker_1: Okay. Hello. Are you still there?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Awesome. Thank you so much for holding. So, I went ahead and emailed you your ID cards to the email we had on file. Email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsandacard.com, okay?

Speaker speaker_2: The... You said something, I'm sorry. I, I said okay.

Speaker speaker_1: Okay. Um, well, is there anything else I can help you out with today?

Speaker speaker_2: No, go ahead. That's it. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Y- you, too. Bye-bye.

Speaker speaker_1: Bye-bye.