# Transcript: Justin Mills-5801436862922752-6557516060606464

## Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yeah. Um, I recently became employed at MAU and signed up for insurance. I'm having trouble getting on the website. It's not, um, accepting my credentials and I need my, uh, insurance card. Um, I could possibly email that information to you, um, just so you have it. What's that? You said, MAU, you said? Yes. And what's the last four of your Social? 6942. And your first and last name? Sondra Rutledge. Rutledge, okay. And for security purposes, can you verify your home address, including city, state and zip code, Ms. Rutledge? Yes. It's 209 Zook Avenue, Box 93, Topeka, Indiana, 46571-0093. Okay. And confirm your date of birth for me. June 14th, 1967. And a good telephone number I have is 260-215-5957. Yes. And the email I have is sondratimperley@yahoo. Yep, sondratemperley@yahoo. Timperley, sorry about that. Yeah. Okay. Um, so checking my calendar, it looks like you became active in the coverage as of last Monday, the 5th, so you should be receiving your physical ID cards within the next few days. However, do you mind if I place your- Monday the 5th? Okay. Yes. Um, so you became active as of last Monday. Physical ID cards will arrive sometime this week. Um, but do you mind if I place you in a brief hold while I email you that information? That's fine. Okay. This is how far he's come to throw it down. He used to be scared of me now. Don't like my sister. Oh, I don't give a crap anymore. I mean... He's jealous. I'm the one always taking trips. So now he wants to go to Europe. Yeah, but I'm not going with him. We live here so I'll take the job and raise two fucking kids by myself. It'll be okay. I'll still see him every other weekend, every other day, every other hour. But I'm no longer his slave. Right up there, look at the baby buffalos. He's above them. And they're not game once he gets up and moving. Whoa. I got you, yeah. I can't take him on.Hello? Hi. I hit the button to tell them I'm- Hello? Oh, the guy is back on. Hello, are you still there? Yes, I'm still here. Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. The email that you should be looking out for- Okay. ... will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox- Okay. ... be sure to check your spam or check your junk folder, okay? Okay. Well, I got you on the line. I had trouble getting onto the website. Okay. Was it saying, like, uh, "Account disabled," or something, or was it just not letting you log in? No. It, it just wouldn't accept my, um, login. Wouldn't accept the login? Okay. Um, so what I can go ahead and do, I can reach out to my IT department and have them reset that account for you. And then once I do receive word back from my IT department, I can give you a call back. Okay. Okay. Um- All right? And now I have one other thing, one other thing. Um, about, oh, it's been about a year and a half ago, my husband applied at MAU. Well, he didn't go to work there 'cause he had a stroke. But anyways, his name is still floating around in the system and I'm getting emails from Benefit in a Card saying, you know, things like, "Congratulations, Dale, on new job," and j- and all that

stuff. It's like they're getting us mixed up. Okay? Mm-hmm. Um, when he applied for that job, he used my email. So I just- Okay. So that's- I made, I made HR aware of that and they don't know what to do about it. They don't know why it's connected. I don't know. Um, I totally understand. So it's probably due to the fact that he, he used your email, um, but since he's- Mm-hmm. ... not working with MAU, he shouldn't be receiving any further information. Um, I can- He shouldn't. No, he shouldn't. I do see he is, uh, listed as your dependent for the group accident term life. Um, so there's that. Mm-hmm. Um, let me try searching his file and try to remove the email from it so he doesn't receive any- Okay. ... future emails. Um... Yeah, he was supposed to go to work there, but, um, he, he got real sick, so it didn't happen. Let's see here. Rutledge. Hm. And when did you receive that email for him? Oh, within in the last, well, since I started there. Okay. It's in my trash file in my, uh, emails. I could look it up, I guess. Um... Do you have the last four of his social by any chance? Yeah, it should be right here on this desk. If not, I'll holler out the door and get it from him. Um, you would think I'd have his number raised by now, but... Do, do, do. I think it's 9827. Yeah. That's his Social Security right there. 9827. Yeah, I'm not seeing a Dale Rutledge in our system under that social, so you, you shouldn't be receiving any more of those emails. Okay. All right. Um- I'm actually opening up my Yahoo email now. But you said you're gonna reset everything for me? Yes. So I'll reach out to my IT department and have them reset that account for you. And then once I do receive word back from my IT department, I will give you that call back. Okay. All right. Thank you very much. You're welcome. Is there anything else I can assist you with today, Sandra? Uh, that will be it for now. Okay. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, all right? Thank you. You're welcome. Bye-bye. Okay. Let me go to... Yes, thank you for contacting Benefits in a Card. Oh, good. Here is a list of my... So, this one, I think is the one that came but I don't have my medical. And it won't let me preview what it is. That's the medical.

## Conversation Format

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

Speaker speaker_1: Uh, yeah. Um, I recently became employed at MAU and signed up for insurance. I'm having trouble getting on the website. It's not, um, accepting my credentials and I need my, uh, insurance card.

Speaker speaker_0: Um, I could possibly email that information to you, um, just so you have it. What's that? You said, MAU, you said?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 6942.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Sondra Rutledge.

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

Speaker speaker_1: Yes. It's 209 Zook Avenue, Box 93, Topeka, Indiana, 46571-0093.

Speaker speaker_0: Okay. And confirm your date of birth for me.

Speaker speaker_1: June 14th, 1967.

Speaker speaker_0: And a good telephone number I have is 260-215-5957.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is sondratimperley@yahoo.

Speaker speaker_1: Yep, sondratemperley@yahoo.

Speaker speaker_0: Timperley, sorry about that.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so checking my calendar, it looks like you became active in the coverage as of last Monday, the 5th, so you should be receiving your physical ID cards within the next few days. However, do you mind if I place your-

Speaker speaker_1: Monday the 5th? Okay.

Speaker speaker_0: Yes. Um, so you became active as of last Monday. Physical ID cards will arrive sometime this week. Um, but do you mind if I place you in a brief hold while I email you that information?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay.

Speaker speaker_1: This is how far he's come to throw it down. He used to be scared of me now. Don't like my sister. Oh, I don't give a crap anymore. I mean... He's jealous. I'm the one always taking trips. So now he wants to go to Europe. Yeah, but I'm not going with him. We live here so I'll take the job and raise two fucking kids by myself. It'll be okay. I'll still see him every other weekend, every other day, every other hour. But I'm no longer his slave. Right up there, look at the baby buffalos. He's above them. And they're not game once he gets up and moving. Whoa. I got you, yeah. I can't take him on.

Speaker speaker_0: Hello?

Speaker speaker_2: Hi. I hit the button to tell them I'm-

Speaker speaker_0: Hello?

Speaker speaker_2: Oh, the guy is back on.

Speaker speaker_0: Hello, are you still there?

Speaker speaker_2: Yes, I'm still here.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you all of your ID cards to the email we had on file. The email that you should be looking out for-

Speaker speaker_2: Okay.

Speaker speaker_0: ... will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see them in your inbox-

Speaker speaker_2: Okay.

Speaker speaker_0: ... be sure to check your spam or check your junk folder, okay?

Speaker speaker_2: Okay. Well, I got you on the line. I had trouble getting onto the website.

Speaker speaker_0: Okay. Was it saying, like, uh, "Account disabled," or something, or was it just not letting you log in?

Speaker speaker_2: No. It, it just wouldn't accept my, um, login.

Speaker speaker_0: Wouldn't accept the login? Okay. Um, so what I can go ahead and do, I can reach out to my IT department and have them reset that account for you. And then once I do receive word back from my IT department, I can give you a call back.

Speaker speaker_2: Okay.

Speaker speaker_0: Okay. Um-

Speaker speaker_2: All right? And now I have one other thing, one other thing. Um, about, oh, it's been about a year and a half ago, my husband applied at MAU. Well, he didn't go to work there 'cause he had a stroke. But anyways, his name is still floating around in the system and I'm getting emails from Benefit in a Card saying, you know, things like, "Congratulations, Dale, on new job," and j- and all that stuff. It's like they're getting us mixed up. Okay?

Speaker speaker_0: Mm-hmm.

Speaker speaker_2: Um, when he applied for that job, he used my email. So I just-

Speaker speaker_0: Okay. So that's-

Speaker speaker_2: I made, I made HR aware of that and they don't know what to do about it. They don't know why it's connected. I don't know.

Speaker speaker_0: Um, I totally understand. So it's probably due to the fact that he, he used your email, um, but since he's-

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: ... not working with MAU, he shouldn't be receiving any further information. Um, I can-

Speaker speaker_2: He shouldn't. No, he shouldn't.

Speaker speaker_0: I do see he is, uh, listed as your dependent for the group accident term life. Um, so there's that.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Um, let me try searching his file and try to remove the email from it so he doesn't receive any-

Speaker speaker_2: Okay.

Speaker speaker_0: ... future emails. Um...

Speaker speaker_2: Yeah, he was supposed to go to work there, but, um, he, he got real sick, so it didn't happen.

Speaker speaker_0: Let's see here. Rutledge. Hm. And when did you receive that email for him?

Speaker speaker_2: Oh, within in the last, well, since I started there.

Speaker speaker_0: Okay.

Speaker speaker_2: It's in my trash file in my, uh, emails. I could look it up, I guess. Um...

Speaker speaker_0: Do you have the last four of his social by any chance?

Speaker speaker_2: Yeah, it should be right here on this desk. If not, I'll holler out the door and get it from him. Um, you would think I'd have his number raised by now, but... Do, do, do. I think it's 9827. Yeah. That's his Social Security right there.

Speaker speaker_0: 9827. Yeah, I'm not seeing a Dale Rutledge in our system under that social, so you, you shouldn't be receiving any more of those emails.

Speaker speaker_2: Okay.

Speaker speaker_0: All right. Um-

Speaker speaker_2: I'm actually opening up my Yahoo email now. But you said you're gonna reset everything for me?

Speaker speaker_0: Yes. So I'll reach out to my IT department and have them reset that account for you. And then once I do receive word back from my IT department, I will give you that call back.

Speaker speaker_2: Okay. All right. Thank you very much.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today, Sandra?

Speaker speaker_2: Uh, that will be it for now.

Speaker speaker_0: Okay. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, all right?

Speaker speaker_2: Thank you.

Speaker speaker_0: You're welcome. Bye-bye. Okay. Let me go to...

Speaker speaker_2: Yes, thank you for contacting Benefits in a Card. Oh, good. Here is a list of my... So, this one, I think is the one that came but I don't have my medical. And it won't let me preview what it is. That's the medical.