

## **Transcript: Justin**

**Mills-6180256203456512-6725381249875968**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? It's, uh, b- benefit for insurance. Correct. We're the benefit administrators for staffing agencies, yes. Yeah. For, uh, excuse me, for, for MAU? We're the benefit administrators for MAU, yes, sir. Yes, sir. I'm calling so I'm enroll, re-enroll. Okay. Um, now I do know that everything should roll over automatically unless you wanted to make changes to the coverage. However, I can pull your file for you to confirm that for you. Okay. Okay. So MAU- J- give me a second. Social. Jesus fucking Christ. 5429. And your first and last name? Howard L. Morris. And for security purposes, can you verify your home address, including city, state and zip code, Howard? Uh. Okay. Howard Drive 29472. City and state? South Carolina. I said city and state. Greenville, South Carolina. And your date of birth? 4-27-1964. And a good telephone number I have is 822-0602? Yes, it is. The email I have is cashcow1954@yahoo? Yes. Okay. So looking at the file, it looks like everything did roll over automatically. So you already handled that nothing changed? Nothing changed unless you wanted to make changes to the coverage, sir. Oh, okay. I'll, I'll just give you a second. Okay. Is there anything else I can help you out with today, Mr. Morris? That should be it. Awesome. Well, you have a wonderful day, okay? You too. All right, 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 Occur. This is Justin. How can I help you today?

Speaker speaker\_2: It's, uh, b- benefit for insurance.

Speaker speaker\_1: Correct. We're the benefit administrators for staffing agencies, yes.

Speaker speaker\_2: Yeah. For, uh, excuse me, for, for MAU?

Speaker speaker\_1: We're the benefit administrators for MAU, yes, sir.

Speaker speaker\_2: Yes, sir. I'm calling so I'm enroll, re-enroll.

Speaker speaker\_1: Okay. Um, now I do know that everything should roll over automatically unless you wanted to make changes to the coverage. However, I can pull your file for you to confirm that for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So MAU-

Speaker speaker\_2: J- give me a second.

Speaker speaker\_1: Social. Jesus fucking Christ.

Speaker speaker\_2: 5429.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Howard L. Morris.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Howard?

Speaker speaker\_2: Uh.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Howard Drive 29472.

Speaker speaker\_1: City and state?

Speaker speaker\_2: South Carolina.

Speaker speaker\_1: I said city and state.

Speaker speaker\_2: Greenville, South Carolina.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 4-27-1964.

Speaker speaker\_1: And a good telephone number I have is 822-0602?

Speaker speaker\_2: Yes, it is.

Speaker speaker\_1: The email I have is cashcow1954@yahoo?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So looking at the file, it looks like everything did roll over automatically.

Speaker speaker\_2: So you already handled that nothing changed?

Speaker speaker\_1: Nothing changed unless you wanted to make changes to the coverage, sir.

Speaker speaker\_2: Oh, okay. I'll, I'll just give you a second.

Speaker speaker\_1: Okay. Is there anything else I can help you out with today, Mr. Morris?

Speaker speaker\_2: That should be it.

Speaker speaker\_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: You too.

Speaker speaker\_1: All right, bye-bye.

Speaker speaker\_2: Bye.