

## **Transcript: Justin**

**Mills-6182975803801600-5834274019262464**

### **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? Hey. How you doing? My name is Marcus. I just got a, a text from y'all, said I got 17 days of enrollment. Um, I ain't never... Uh, I forgot all about it, but I was gonna enroll right now over the phone. Um, yeah, I can try pulling your file. What's the staffing agency you work for? MAU. And the last four of your social? Uh, 1441. And for security purposes, can you verify your home address, including city, state and zip code, Marcus? Yes, sir. Um, my, my, my, um, um, my, my home address is 1873 Hillsbluff Court, Beulah, South Carolina 29536. And your date of birth? 09/07/82. And a good telephone number have is 843-506-0440? Correct. The email I have is miles.channing@yahoo.com? Yes, sir. Okay, so looking at the file, it looks like you are currently enrolled into benefits offered through MAU. Did you want to make any changes to the coverage, or did you want to make changes? Oh, no, I just... Oh, so I thought if I ... if anything changed or something, but you can keep it the same. I think I got my daughter on there. Um, I'm only seeing employee-only coverage. I only got employee coverage? Yes, sir. Oh, I thought I had my daughter there. I thought I had something. Oh, okay then. Okay. Is there anything else I can help you out with today, Marcus? Oh, no, sir. So with the cards I got with, with, with y'all, do I, I got a calling you, I do, that I still use them right now? Yes, sir. Okay. Okay. Damn. So can I, can I - - that's what I got, all I got? Uh, yeah, so you have the ME/C standalone which covers preventative healthcare services, so a medical plan; the EnsurePlus Basic which covers hospitals, doctors and medications, so two medical plans; group accident, dental, short-term disability, critical illness; and term life which is life insurance, all for employee only. Okay. Okay. All right. I just didn't know 'cause I thought I had my daughter on there but, uh, but she wasn't on there. No, sir. Not that I can see. Okay. Okay. All right. Thank you. You're welcome. You have a great day, okay? Okay. All right, 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: Hey. How you doing? My name is Marcus. I just got a, a text from y'all, said I got 17 days of enrollment. Um, I ain't never... Uh, I forgot all about it, but I was gonna enroll right now over the phone.

Speaker speaker\_1: Um, yeah, I can try pulling your file. 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: Uh, 1441.

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

Speaker speaker\_2: Yes, sir. Um, my, my, my, um, um, my, my home address is 1873 Hillsbluff Court, Beulah, South Carolina 29536.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 09/07/82.

Speaker speaker\_1: And a good telephone number have is 843-506-0440?

Speaker speaker\_2: Correct.

Speaker speaker\_1: The email I have is miles.channing@yahoo.com?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay, so looking at the file, it looks like you are currently enrolled into benefits offered through MAU. Did you want to make any changes to the coverage, or did you want to make changes?

Speaker speaker\_2: Oh, no, I just... Oh, so I thought if I ... if anything changed or something, but you can keep it the same. I think I got my daughter on there.

Speaker speaker\_1: Um, I'm only seeing employee-only coverage.

Speaker speaker\_2: I only got employee coverage?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Oh, I thought I had my daughter there. I thought I had something. Oh, okay then.

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

Speaker speaker\_2: Oh, no, sir. So with the cards I got with, with, with y'all, do I, I got a calling you, I do, that I still use them right now?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay. Okay. Damn. So can I, can I - - that's what I got, all I got?

Speaker speaker\_1: Uh, yeah, so you have the ME/C standalone which covers preventative healthcare services, so a medical plan; the EnsurePlus Basic which covers hospitals, doctors

and medications, so two medical plans; group accident, dental, short-term disability, critical illness; and term life which is life insurance, all for employee only.

Speaker speaker\_2: Okay. Okay. All right. I just didn't know 'cause I thought I had my daughter on there but, uh, but she wasn't on there.

Speaker speaker\_1: No, sir. Not that I can see.

Speaker speaker\_2: Okay. Okay. All right. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: Okay.

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