

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Yes, Justin. This is Eddie Benjamin, and I was calling... I received a text message about giving you all a call about, uh, benefits, open enrollment or something. Yeah. What's the staffing agency you work for? Uh, MAU, the Chick-fil-A. Yeah. So, MAU sent all of their employees, uh, mass text messages letting them know that they were still in their company open enrollment period. Okay. However, I can pull your file for you to confirm if you are still enrolled, and if you want to- Okay. ... make changes from there, we could go from there. Um... Okay. What's the last four of your Social? Uh, 9864. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Benjamin? 708 Canyon Place, Wazula, Texas 75115. And confirm your date of birth? 5/28/'69. And a good telephone number I have is 732-2097. That is correct, Josh. And the email I have is beyondb69@yahoo.com? That's correct. Okay. So, looking at the file, it looks like you are currently enrolled into group accident- Okay. ... dental, critical illness, term life vision and the MEC Enhanced, which is your medical plan for employee plus spouse, and then short-term disability for employee only. Did you want to make any changes to that, or did you want to keep all of that? Yeah. We'll just keep it as is. Okay. So I'll go ahead and keep the same coverage for you. Um, you did become active in the 2025 coverage as of last Monday, the 6th. So, you should be receiving your new physical ID cards within the next few days. Okay? Okay. Awesome. Well, is there anything else I can help you out with today, Eddie? Hey, that's about all we had today. I appreciate it. You're welcome. You have a great day, okay? Okay. You too. Thank you, sir. Okay. Bye-bye. You're welcome. 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 Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, Justin. This is Eddie Benjamin, and I was calling... I received a text message about giving you all a call about, uh, benefits, open enrollment or something.

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

Speaker speaker_2: Uh, MAU, the Chick-fil-A.

Speaker speaker_1: Yeah. So, MAU sent all of their employees, uh, mass text messages letting them know that they were still in their company open enrollment period.

Speaker speaker_2: Okay.

Speaker speaker_1: However, I can pull your file for you to confirm if you are still enrolled, and if you want to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... make changes from there, we could go from there. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: Uh, 9864.

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

Speaker speaker_2: 708 Canyon Place, Wazula, Texas 75115.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 5/28/69.

Speaker speaker_1: And a good telephone number I have is 732-2097.

Speaker speaker_2: That is correct, Josh.

Speaker speaker_1: And the email I have is beyondb69@yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. So, looking at the file, it looks like you are currently enrolled into group accident-

Speaker speaker_2: Okay.

Speaker speaker_1: ... dental, critical illness, term life vision and the MEC Enhanced, which is your medical plan for employee plus spouse, and then short-term disability for employee only. Did you want to make any changes to that, or did you want to keep all of that?

Speaker speaker_2: Yeah. We'll just keep it as is.

Speaker speaker_1: Okay. So I'll go ahead and keep the same coverage for you. Um, you did become active in the 2025 coverage as of last Monday, the 6th. So, you should be receiving your new physical ID cards within the next few days. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Awesome. Well, is there anything else I can help you out with today, Eddie?

Speaker speaker_2: Hey, that's about all we had today. I appreciate it.

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

Speaker speaker_2: Okay. You too. Thank you, sir. Okay. Bye-bye.

Speaker speaker_1: You're welcome. Bye-bye.