

Transcript: Justin

Mills-6490834584158208-6728227358720000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Um, I want to talk about my dental insurance. Um, I had applied for it but I never got my card in the mail. Yeah. Let me check on that for you. What's the staffing agency you work for? Uh, MAU Works Force Solutions. And the last four of your Social? Uh, 8648. 8648. And your first and last name? Uh, Natasha Shore. S-H-O-R-E. Yeah. Okay. Um, let me see. Okay. You said Natasha. What was the last name one more time? I'm sorry. Uh, Shore. S-H-O-R-E. Shore. Okay. 'Cause for some reason we have you under Rough. And for security purposes- Okay. ... can you verify the home address, including city, state and zip code? Uh, it's gonna be 3118 Deadfall Road, Newberry South Carolina 29108. And confirm your date of birth. August 17th, 1998. And a good telephone number I have is 915-4492. Uh, that's not what phone number. What's a good number for you? 803-597-9146. And just to confirm, 597-9146? Yes, sir. And the email I have is natasha_harley@aol.com? Yes, sir. Okay, so let's see here. So, you stated you haven't received your ID cards just yet, or no? Uh, I've gotten it for Visas but not for dental. Not for dental, okay. Um, well, here, do you mind if I place you on a brief hold while I search up that information and I'll email it to you? Yeah, sure. Yeah, sure. Okay. Are you still there? Yes, sir. Awesome. Thank you so much for holding. So, I went ahead and emailed you your dental ID card 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, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Uh, yes, sir. Awesome. Well, is there anything else I can help you out with today? Um, I was wondering if you could help me 'cause I don't think I signed up for medical. I was gonna see if you could help me sign up for that. Or if there's a certain time of the year. Uh, let me see. So, checking the enrollment form that you submitted May 23rd, you only elected dental and vision. Yeah. However, let me see when MAU's next open enrollment period is. Bear with me one second, okay? Yeah, sure. They might go on and let you enroll probably like next January or February. Mau, let's see. So, it looks like MAU had their last open enrollment from December 18th to January 31st. So, I'm presuming sometime around that time this year. It's just we haven't heard anything from corporate yet. Uh, but I do know that once, uh, we do hear something, um, I do know that mass text messages will go out to all of the MAU employees usually like, uh, one to two weeks before the open enrollment period happens to get everyone well aware. Nice. Thank you. Okay. You're welcome. But I did update your telephone number in our system so you should be receiving that, uh, open enrollment text, okay? All right. Thank you so much. You're welcome. Is there anything else I can help you out with today, Natasha? No, sir, that's it. Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, okay? Uh, you as well. Thank you. You're welcome. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hello. Um, I want to talk about my dental insurance. Um, I had applied for it but I never got my card in the mail.

Speaker speaker_1: Yeah. Let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: Uh, MAU Works Force Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 8648.

Speaker speaker_1: 8648. And your first and last name?

Speaker speaker_2: Uh, Natasha Shore. S-H-O-R-E.

Speaker speaker_3: Yeah.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, let me see. Okay. You said Natasha. What was the last name one more time? I'm sorry.

Speaker speaker_2: Uh, Shore. S-H-O-R-E.

Speaker speaker_1: Shore. Okay. 'Cause for some reason we have you under Rough. And for security purposes-

Speaker speaker_2: Okay.

Speaker speaker_1: ... can you verify the home address, including city, state and zip code?

Speaker speaker_2: Uh, it's gonna be 3118 Deadfall Road, Newberry South Carolina 29108.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: August 17th, 1998.

Speaker speaker_1: And a good telephone number I have is 915-4492.

Speaker speaker_2: Uh, that's not what phone number.

Speaker speaker_1: What's a good number for you?

Speaker speaker_2: 803-597-9146.

Speaker speaker_1: And just to confirm, 597-9146?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is natasha_harley@aol.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so let's see here. So, you stated you haven't received your ID cards just yet, or no?

Speaker speaker_2: Uh, I've gotten it for Visas but not for dental.

Speaker speaker_1: Not for dental, okay. Um, well, here, do you mind if I place you on a brief hold while I search up that information and I'll email it to you?

Speaker speaker_2: Yeah, sure. Yeah, sure.

Speaker speaker_1: Okay. 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 dental ID card 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, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_2: Uh, yes, sir.

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

Speaker speaker_2: Um, I was wondering if you could help me 'cause I don't think I signed up for medical. I was gonna see if you could help me sign up for that.

Speaker speaker_3: Or if there's a certain time of the year.

Speaker speaker_1: Uh, let me see. So, checking the enrollment form that you submitted May 23rd, you only elected dental and vision.

Speaker speaker_2: Yeah.

Speaker speaker_1: However, let me see when MAU's next open enrollment period is. Bear with me one second, okay?

Speaker speaker_2: Yeah, sure.

Speaker speaker_3: They might go on and let you enroll probably like next January or February.

Speaker speaker_1: Mau, let's see. So, it looks like MAU had their last open enrollment from December 18th to January 31st. So, I'm presuming sometime around that time this year. It's just we haven't heard anything from corporate yet. Uh, but I do know that once, uh, we do hear something, um, I do know that mass text messages will go out to all of the MAU employees usually like, uh, one to two weeks before the open enrollment period happens to

get everyone well aware.

Speaker speaker_2: Nice. Thank you.

Speaker speaker_1: Okay. You're welcome. But I did update your telephone number in our system so you should be receiving that, uh, open enrollment text, okay?

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today, Natasha?

Speaker speaker_2: No, sir, that's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card and I hope you have a wonderful day, okay?

Speaker speaker_2: Uh, you as well. Thank you.

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

Speaker speaker_2: Bye.