

## **Transcript: Malcolm**

**Nash-4959353158189056-5393538851225600**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm, how can I help you? Yeah. Hi, it's Matt. This is Ronnie Blackwell. Yes, sir. How can I help you? Yeah. So I'm calling... Uh, I'm finding out open enrollment for MAU out of Augusta, Georgia. Open enrollment for MAU, let me see. Let me walk around you 3 of us. So the email says... Uh, everything... . So it doesn't... It looks like they re-announced it but last year it was from December 18th until January 31st. Okay. So, then it's not ready yet. Okay. That's what I was calling for. Uh, December 18th, you said? Yes, sir, that's the date they had originally. Okay. How can I confirm that? Um, I need to confirm that because this is very important. I don't want to miss the deadline. Well, so you could ask an employer. They will probably be able to tell you. But we're Benefits in a Card. We're the plan administrator for health insurance for staff and companies. Uh, okay. I'm going to call them and find out. All right. Thank you. Bye-bye. No problem, Mr. Blackwell. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thanks for calling Benefits in a Card. This is Malcolm, how can I help you?

Speaker speaker\_2: Yeah. Hi, it's Matt. This is Ronnie Blackwell.

Speaker speaker\_1: Yes, sir. How can I help you?

Speaker speaker\_2: Yeah. So I'm calling... Uh, I'm finding out open enrollment for MAU out of Augusta, Georgia.

Speaker speaker\_1: Open enrollment for MAU, let me see. Let me walk around you 3 of us. So the email says... Uh, everything... . So it doesn't... It looks like they re-announced it but last year it was from December 18th until January 31st.

Speaker speaker\_2: Okay. So, then it's not ready yet. Okay. That's what I was calling for. Uh, December 18th, you said?

Speaker speaker\_1: Yes, sir, that's the date they had originally.

Speaker speaker\_2: Okay. How can I confirm that? Um, I need to confirm that because this is very important. I don't want to miss the deadline.

Speaker speaker\_1: Well, so you could ask an employer. They will probably be able to tell you. But we're Benefits in a Card. We're the plan administrator for health insurance for staff and companies.

Speaker speaker\_2: Uh, okay. I'm going to call them and find out. All right. Thank you. Bye-bye.

Speaker speaker\_1: No problem, Mr. Blackwell. You have a great day.