

Transcript: Malcolm

Nash-5490784665518080-5298438246154240

Full Transcript

This is not a benefits center card that just came out, so I'm not going to help you. Oh, yes. My name is, uh, Jack Hayes. I had a missed call from y'all. Jack Hayes. What staffing company are you working for? MAU. How do you spell your last name? Hayes. H-A-Y-E-S. All right. For security purposes, can you verify your address and date of birth for me? Uh, date of birth is 12/28/1991. And the address is 853 Point Comfort Road, Martinez, Georgia 30907. And date of birth? 12/28/1991. Thank you. So we got your phone number as 762-215-7780? Yes, sir. And your email is jackdhayes@yahoo.com? Yes, sir. Thank you. So it looks like an outbound call was made because of your enrollment form with MAU. You selected both, uh, MUC plans. You're only able to pick one. We just wanted to verify which one you wanted to get enrolled in to. So they did go ahead- Ah. ... and enroll you into the cheaper of the two until we heard back from you. Uh, yeah. I think there, there was one for, like, \$20-something, so I, I r- initially clicked the cheaper one, and then I saw the other one, and it wouldn't let me uncheck the cheaper one. Right. So you want the MUA. You don't want the cheaper one. You want the enhanced one. W- what's the difference? Uh. So then the MUC standalone is a preventative care plan, and then the M- MUC enhanced combines the preventative care with the insured plan, the Insured Plus plan. So it makes it a preventative care and doctor's, hospitals and prescription coverage. Uh, that one. Yeah. Do that one. All right. Well, that's all we needed from you, Mr. Hayes. Alrighty. Hope you have a great rest of your week. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: This is not a benefits center card that just came out, so I'm not going to help you.

Speaker speaker_1: Oh, yes. My name is, uh, Jack Hayes. I had a missed call from y'all.

Speaker speaker_0: Jack Hayes. What staffing company are you working for?

Speaker speaker_1: MAU.

Speaker speaker_0: How do you spell your last name?

Speaker speaker_1: Hayes. H-A-Y-E-S.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, date of birth is 12/28/1991. And the address is 853 Point Comfort Road, Martinez, Georgia 30907.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 12/28/1991.

Speaker speaker_0: Thank you. So we got your phone number as 762-215-7780?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your email is jackdhayes@yahoo.com?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Thank you. So it looks like an outbound call was made because of your enrollment form with MAU. You selected both, uh, MUC plans. You're only able to pick one. We just wanted to verify which one you wanted to get enrolled in to. So they did go ahead-

Speaker speaker_1: Ah.

Speaker speaker_0: ... and enroll you into the cheaper of the two until we heard back from you.

Speaker speaker_1: Uh, yeah. I think there, there was one for, like, \$20-something, so I, I initially clicked the cheaper one, and then I saw the other one, and it wouldn't let me uncheck the cheaper one.

Speaker speaker_0: Right. So you want the MUA. You don't want the cheaper one. You want the enhanced one.

Speaker speaker_1: W- what's the difference? Uh.

Speaker speaker_0: So then the MUC standalone is a preventative care plan, and then the M-MUC enhanced combines the preventative care with the insured plan, the Insured Plus plan. So it makes it a preventative care and doctor's, hospitals and prescription coverage.

Speaker speaker_1: Uh, that one. Yeah. Do that one.

Speaker speaker_0: All right. Well, that's all we needed from you, Mr. Hayes.

Speaker speaker_1: Alrighty.

Speaker speaker_0: Hope you have a great rest of your week.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.