

## **Transcript: Pamela**

**Blanc-5314253974847488-6489139728531456**

### **Full Transcript**

Thank you for calling Medicare. This is Pamela speaking. How may I help you? Uh, yes, ma'am. Um, hold on just a second. Um... Uh, yeah. My hu- Me and my husband's been getting emails from y'all stating something about benefits and a card or something. Is this through his job or is it just, like, marketplace insurance or something? It's mostly through his job because, um, he works with the staffing agency. Yeah. 'Cause he works through AMAU/Georgia Ironworks and that's what I was wondering. We do work with AMAU. Okay, okay. So I'll let him know. 'Cause we keep getting emails for it and stuff. Probably is that he's under the, um, open enrollment period. Uh-huh. Well, he's, uh, got... He's with MAU for like three months and then he goes full time on with the company he's working at right now. And we were just... 'Cause we kept getting this, so we were just trying to figure out what it was because last time, somehow or another we got signed up with Marketplace and stuff like that. And we didn't know how we got signed up with it and stuff. But, okay, thank you. Thank you for giving us a call. Have a great rest of the day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Medicare. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Uh, yes, ma'am. Um, hold on just a second. Um... Uh, yeah. My hu- Me and my husband's been getting emails from y'all stating something about benefits and a card or something. Is this through his job or is it just, like, marketplace insurance or something?

Speaker speaker\_0: It's mostly through his job because, um, he works with the staffing agency.

Speaker speaker\_1: Yeah. 'Cause he works through AMAU/Georgia Ironworks and that's what I was wondering.

Speaker speaker\_0: We do work with AMAU.

Speaker speaker\_1: Okay, okay. So I'll let him know. 'Cause we keep getting emails for it and stuff.

Speaker speaker\_0: Probably is that he's under the, um, open enrollment period.

Speaker speaker\_1: Uh-huh. Well, he's, uh, got... He's with MAU for like three months and then he goes full time on with the company he's working at right now. And we were just...

'Cause we kept getting this, so we were just trying to figure out what it was because last time, somehow or another we got signed up with Marketplace and stuff like that. And we didn't know how we got signed up with it and stuff. But, okay, thank you.

Speaker speaker\_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Bye-bye.