

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Um, this is Robin Wilson. How may I help you? Um, uh, I'm sorry, um, I've, I just got an email and it said that, I don't... I mean, let me go back to it. Um, y'all needed more information to continue the processing of the enrollment. Who do you work for? MAU. Okay. May I have the last four digits of your Social so I can pull up your file? 4849. Your first and last name? Robin Wilson. Ms. Wilson, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth? Um, uh, I want to say I have a... I want to say it's 507 Tryon Street, Greer, South Carolina 29651 and the date of birth is 8/30/84. Thank you for the information. We have a telephone number of 505-012531045- Yes. ... and your email is abdrob079@gmail.com? Yes, ma'am, that, that phone number is wrong. Okay, and... The, the area code is 501. All right. Let's see what happened. Okay, so we received a form that you signed and dated back in, on the 6th of November. You wanted to enroll yourself and your spouse for the medical plan, but you did not- Yes. ... provide your spouse information. Okay. So what we need in order to enroll him, we're going to need his first, last name, date of birth, and Social Security number. Okay, and can you tell me how much that's going to be a week? Uh, so far, like, employee only without your spouse is, is \$17.43 for the behavioral health, the medical, vis- vision, and dental. Now if we add your spouse to the medical, it will be \$21.34. Okay, okay. All right, so let me go ahead and update that. One second, the system is kind of slow. All right. You're fine. So now I'm going to need your spouse first name. Billy. B-I-L-L-Y? Yes, ma'am. Last name? Wilson. By any chance you have his Social with you? I, I have it. Okay. Are you ready for it? Yes, ma'am. It's 431- 431- 449- 49- 0221. 0221, okay. And his date of birth? 8/10/79. All right. So let's see here. So the benefits will start, um, the following Monday after we receive the first premium from your employer. Okay. Um, then the ID card will be authorized to generate in the system and it will be mailed out, uh- Okay. ... in seven to ten days. Now let's see something here, because maybe the one that was for... that we processed first, because we didn't have your spouse information- Yes. ... it might come in effect bef- a week, uh, before. I just wanted to let you know. Okay. All right? Is there anything else I can do for you? Okay. No, ma'am, that was all I needed. I just needed to give y'all a call. All right, thank you for giving us a call today. Have a great rest of the day. You also. Thank you. 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 and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, this is Robin Wilson.

Speaker speaker_1: How may I help you?

Speaker speaker_2: Um, uh, I'm sorry, um, I've, I just got an email and it said that, I don't... I mean, let me go back to it. Um, y'all needed more information to continue the processing of the enrollment.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: 4849.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Robin Wilson.

Speaker speaker_1: Ms. Wilson, for security reasons and just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker_2: Um, uh, I want to say I have a... I want to say it's 507 Tryon Street, Greer, South Carolina 29651 and the date of birth is 8/30/84.

Speaker speaker_1: Thank you for the information. We have a telephone number of 505-012531045-

Speaker speaker_2: Yes.

Speaker speaker_1: ... and your email is abdrob079@gmail.com?

Speaker speaker_2: Yes, ma'am, that, that phone number is wrong.

Speaker speaker_1: Okay, and...

Speaker speaker_2: The, the area code is 501.

Speaker speaker_1: All right. Let's see what happened. Okay, so we received a form that you signed and dated back in, on the 6th of November. You wanted to enroll yourself and your spouse for the medical plan, but you did not-

Speaker speaker_2: Yes.

Speaker speaker_1: ... provide your spouse information.

Speaker speaker_2: Okay.

Speaker speaker_1: So what we need in order to enroll him, we're going to need his first, last name, date of birth, and Social Security number.

Speaker speaker_2: Okay, and can you tell me how much that's going to be a week?

Speaker speaker_1: Uh, so far, like, employee only without your spouse is, is \$17.43 for the behavioral health, the medical, vis- vision, and dental. Now if we add your spouse to the medical, it will be \$21.34.

Speaker speaker_2: Okay, okay.

Speaker speaker_1: All right, so let me go ahead and update that. One second, the system is kind of slow. All right.

Speaker speaker_2: You're fine.

Speaker speaker_1: So now I'm going to need your spouse first name.

Speaker speaker_2: Billy.

Speaker speaker_1: B-I-L-L-Y?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Last name?

Speaker speaker_2: Wilson.

Speaker speaker_1: By any chance you have his Social with you?

Speaker speaker_2: I, I have it.

Speaker speaker_1: Okay.

Speaker speaker_2: Are you ready for it?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: It's 431-

Speaker speaker_1: 431-

Speaker speaker_2: 449-

Speaker speaker_1: 49-

Speaker speaker_2: 0221.

Speaker speaker_1: 0221, okay. And his date of birth?

Speaker speaker_2: 8/10/79.

Speaker speaker_1: All right. So let's see here. So the benefits will start, um, the following Monday after we receive the first premium from your employer.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, then the ID card will be authorized to generate in the system and it will be mailed out, uh-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in seven to ten days. Now let's see something here, because maybe the one that was for... that we processed first, because we didn't have your spouse information-

Speaker speaker_2: Yes.

Speaker speaker_1: ... it might come in effect bef- a week, uh, before. I just wanted to let you know.

Speaker speaker_2: Okay.

Speaker speaker_1: All right? Is there anything else I can do for you?

Speaker speaker_2: Okay. No, ma'am, that was all I needed. I just needed to give y'all a call.

Speaker speaker_1: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You also. Thank you.

Speaker speaker_1: Bye-bye.