

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who else was I speaking with? My name's Pamela Peterson, and I would like to ... And how can I assist you? I'm sorry? How can I assist you? Just wanted to make sure that I'm enrolled for this year. I want to keep everything the same. Okay. What's the name of the staffing agency you work for? I work for MAU Mission in Lexington, South Carolina. Uh, yeah. Okay. That's All righty. And what are the last four digits of your social? 7727. Okay. Bear with me one moment. Sorry. Just bear with me one moment here. Oh, no problem, ma'am. All righty. And can you confirm your address and date of birth? My address? Yes. 108 Premier Place Road, Leesville, South Carolina, 29070. My date of birth is March 17th, 1968. All righty. And I have your phone number as 803-229-1236. Yes, ma'am. . All righty. So taking a look here, we have you down for group accidents, dental, short-term disability, critical illness, life insurance, vision, and the MEC Enhanced for employees plus spouse. And you are currently active. And you said you just wanted to leave everything the same, correct? Yes, ma'am. All righty. You are good to go. Um, as long as you're working for MAU and don't make any ch- like ca- don't call to make any changes, your coverage will kee- keep going, um, as long as there's a deduction from your payer, okay? Okay. All right. Will I get any new cards, anything in the mail, or...? No, ma'am. Everything is good? Yep. Okay. Well, thank you so much. And you have a good rest of the year. You as well. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker_2: My name's Pamela Peterson, and I would like to ...

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Just wanted to make sure that I'm enrolled for this year. I want to keep everything the same.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: I work for MAU Mission in Lexington, South Carolina. Uh, yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: That's

Speaker speaker_1: All righty. And what are the last four digits of your social?

Speaker speaker_2: 7727.

Speaker speaker_1: Okay. Bear with me one moment. Sorry. Just bear with me one moment here.

Speaker speaker_2: Oh, no problem, ma'am.

Speaker speaker_1: All righty. And can you confirm your address and date of birth?

Speaker speaker_2: My address?

Speaker speaker_1: Yes.

Speaker speaker_2: 108 Premier Place Road, Leesville, South Carolina, 29070. My date of birth is March 17th, 1968.

Speaker speaker_1: All righty. And I have your phone number as 803-229-1236.

Speaker speaker_2: Yes, ma'am. .

Speaker speaker_1: All righty. So taking a look here, we have you down for group accidents, dental, short-term disability, critical illness, life insurance, vision, and the MEC Enhanced for employees plus spouse. And you are currently active. And you said you just wanted to leave everything the same, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. You are good to go. Um, as long as you're working for MAU and don't make any ch- like ca- don't call to make any changes, your coverage will kee- keep going, um, as long as there's a deduction from your payer, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: Will I get any new cards, anything in the mail, or...?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Everything is good?

Speaker speaker_1: Yep.

Speaker speaker_2: Okay. Well, thank you so much. And you have a good rest of the year.

Speaker speaker_1: You as well.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye-bye.