

Transcript: Sara

Marulanda-6447635219562496-5446834221170688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sara. May I have your name, please? Yes. My name is Tanya Holbrook. Hello, ma'am. How may I help you? Hi. I am needing to update my benefits. Sure. I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? I work for MAU, and the last four is 7740. Okay. And your last name again? I'm sorry. Holbrook. Holbrook. Okay, Ms. Holbrook, and just for security purposes, ma'am, can you please verify your address and date of birth? My address is 8828 Highway 24, Townville, South Carolina, 29689. Birthday is 7-31-1972. And is your email tonyalee2431@yahoo.com? Mm-hmm. And is your phone number 404-394-9796? 9767. Okay. So give me a minute. 404-394-9767? Yes. Thank you very much. Okay. So we got here, MAU. Mm-hmm. Hmm. Okay. Right now you are out of your personal open enrollment period. Have you got any like a qualified life event like get married, divorce, have a child, adopt a child, uh, involuntary life ... But I just got an email stating that I could change my benefits up until the 15th. Just get an email. Okay. Give me a minute because that's kind of weird. I'm checking here on my system. Hold on, please. Okay. The next company open enrollment period for MAU is going to be from December the 18th to January the 31st, but not at this moment. Okay. I don't know who that came from then because it Yeah. ... never came from you guys. And my enrollment period was the 4th through the 15th. Hmm. Okay. So basically I need a call back on the 18th? Yes. Like middle of, uh, December. Okay. All righty, ma'am. So, um, other than that, is there anything else that I can help you with? No, that's all. All righty, ma'am. So have a wonderful day and thank you for calling Benefits in a Cart. Thank you. Bye-bye. You're more than welcome. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sara. May I have your name, please? Yes. My name is Tanya Holbrook. Hello, ma'am. How may I help you? Hi. I am needing to update my benefits. Sure. I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? I work for MAU, and the last four is 7740. Okay. And your last name again? I'm sorry. Holbrook. Holbrook. Okay, Ms. Holbrook, and just for security purposes, ma'am, can you please verify your address and date of birth? My address is 8828 Highway 24, Townville, South Carolina, 29689. Birthday is 7-31-1972. And is your email tonyalee2431@yahoo.com? Mm-hmm. And is your phone number 404-394-9796? 9767. Okay. So give me a minute. 404-394-9767? Yes. Thank you very much.

Okay. So we got here, MAU. Mm-hmm. Hmm. Okay. Right now you are out of your personal open enrollment period. Have you got any like a qualified life event like get married, divorce, have a child, adopt a child, uh, involuntary life ... But I just got an email stating that I could change my benefits up until the 15th. Just get an email. Okay. Give me a minute because that's kind of weird. I'm checking here on my system. Hold on, please. Okay. The next company open enrollment period for MAU is going to be from December the 18th to January the 31st, but not at this moment. Okay. I don't know who that came from then because it Yeah. ... never came from you guys. And my enrollment period was the 4th through the 15th. Hmm. Okay. So basically I need a call back on the 18th? Yes. Like middle of, uh, December. Okay. All righty, ma'am. So, um, other than that, is there anything else that I can help you with? No, that's all. All righty, ma'am. So have a wonderful day and thank you for calling Benefits in a Cart. Thank you. Bye-bye. You're more than welcome. Bye-bye.