

Transcript: VICTORIA

Taylor-5395418801291264-5801862092603392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, Victoria. This is Celestine Chevasenga, um, I'm with MAU and I had got a email, uh, saying that i- it's time for the open enrollment? Okay. Are you wanting to get enrolled? Yeah, I'm already eno- enrolled, I wanted to make changes to, uh, my policy. Okay, sure. I'll, um... I wanna, uh, I wanna, uh, add on. Okay. What's the last four of your Social? Uh, five three seven seven. And then if you'll verify your address and date of birth. Yes. It's 289 Laurel Trace Circle, Piedmont, South Carolina, 29673. That's the address and verify, what else? I'm sorry. Your date of birth? Oh, yeah okay. Uh, 3/30/69. Phone number 864-346-7770? That's correct. And then email is first initial dot last name at yahoo.com? That's correct. Okay. I don't see that you're currently enrolled into anything. Mm-hmm. Hmm. Th- this, this, this the insurance through the job though, right? Through something else. Through MAU? Through MAU, yes. Mm-hmm. Yeah, I don't see- So what's happening- ... that you're enrolled into anything. So you're saying I don't have, uh... Wait a minute. So you're trying to say I don't have, uh, um, insurance coverage? Not through MAU, not that I'm seeing. Okay. Okay. I don't know if they have a different benefits administered, um, I know some companies have multiple benefits administered but you're not currently enrolled into anything with us. Okay, so this, this is not Blue Cross Blue Shield? No, ma'am. Th- we're not affiliated with them. Oh, this is something totally different. Okay, then. All right then. Thank you. You're welcome. Mm-hmm.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria. How can I help you?

Speaker speaker_2: Yes, Victoria. This is Celestine Chevasenga, um, I'm with MAU and I had got a email, uh, saying that i- it's time for the open enrollment?

Speaker speaker_1: Okay. Are you wanting to get enrolled?

Speaker speaker_2: Yeah, I'm already eno- enrolled, I wanted to make changes to, uh, my policy.

Speaker speaker_1: Okay, sure. I'll, um...

Speaker speaker_2: I wanna, uh, I wanna, uh, add on.

Speaker speaker_1: Okay. What's the last four of your Social?

Speaker speaker_2: Uh, five three seven seven.

Speaker speaker_1: And then if you'll verify your address and date of birth.

Speaker speaker_2: Yes. It's 289 Laurel Trace Circle, Piedmont, South Carolina, 29673. That's the address and verify, what else? I'm sorry.

Speaker speaker_1: Your date of birth?

Speaker speaker_2: Oh, yeah okay. Uh, 3/30/69.

Speaker speaker_1: Phone number 864-346-7770?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then email is first initial dot last name at yahoo.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. I don't see that you're currently enrolled into anything.

Speaker speaker_2: Mm-hmm. Hmm. Th- this, this, this the insurance through the job though, right? Through something else.

Speaker speaker_1: Through MAU?

Speaker speaker_2: Through MAU, yes.

Speaker speaker_1: Mm-hmm. Yeah, I don't see-

Speaker speaker_2: So what's happening-

Speaker speaker_1: ... that you're enrolled into anything.

Speaker speaker_2: So you're saying I don't have, uh... Wait a minute. So you're trying to say I don't have, uh, um, insurance coverage?

Speaker speaker_1: Not through MAU, not that I'm seeing.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: I don't know if they have a different benefits administered, um, I know some companies have multiple benefits administered but you're not currently enrolled into anything with us.

Speaker speaker_2: Okay, so this, this is not Blue Cross Blue Shield?

Speaker speaker_1: No, ma'am. Th- we're not affiliated with them.

Speaker speaker_2: Oh, this is something totally different. Okay, then. All right then. Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Mm-hmm.