

Transcript: VICTORIA

Taylor-5805761299267584-6521583533604864

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. Can I help you? Um, I wanted to make sure if I have insurance with, uh, MAU. Okay. Uh, let me pull up your file. What's the last four of your social? 5369. And your first and last name? Kelvin Hewins. Okay. And do you mind verifying your address and date of birth? Uh, 14 Argyle Court, Hendersonville, South Carolina 29681. And July 14th, 2000. Gotcha. Phone number 864-395-2174? Yes, ma'am. And then email is truepatsfan2011@gmail? Yes, ma'am. Okay. Um, I do not see that you're enrolled into anything at this moment. Sorry. Okay. Was there anything else you might need help with? Uh, can I get started on it? Are you a rehire with them? No, I'm a, I'm a, um... I've been working there. Okay, yeah. Um, so they're not currently in a open enrollment period at this time, uh, which is typically the only way you can get enrolled. It looks like they typically have it during, like, the December/January timeframe of every year. Um, so if you're outside of that open enrollment period, the only way to enroll is if you've experienced a qualifying life event within the last 30 days. Can you, can you say that one more time? Yeah, so basically as of right now, MAU is not enrollment period. They typically have that around December/January timeframe. So, if you're outside of the open enrollment period, the only way you would be able to enroll is if you've recently experienced a qualifying life event. Uh, and that is something that would have had to have taken place within the last 30 days. Okay. Well, I appreciate the help. Yes, sir. Do you have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is Victoria. Can I help you?

Speaker speaker_1: Um, I wanted to make sure if I have insurance with, uh, MAU.

Speaker speaker_0: Okay. Uh, let me pull up your file. What's the last four of your social?

Speaker speaker_1: 5369.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kelvin Hewins.

Speaker speaker_0: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 14 Argyle Court, Hendersonville, South Carolina 29681. And July 14th, 2000.

Speaker speaker_0: Gotcha. Phone number 864-395-2174?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is truepatsfan2011@gmail?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, I do not see that you're enrolled into anything at this moment. Sorry.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: Uh, can I get started on it?

Speaker speaker_0: Are you a rehire with them?

Speaker speaker_1: No, I'm a, I'm a, um... I've been working there.

Speaker speaker_0: Okay, yeah. Um, so they're not currently in a open enrollment period at this time, uh, which is typically the only way you can get enrolled. It looks like they typically have it during, like, the December/January timeframe of every year. Um, so if you're outside of that open enrollment period, the only way to enroll is if you've experienced a qualifying life event within the last 30 days.

Speaker speaker_1: Can you, can you say that one more time?

Speaker speaker_0: Yeah, so basically as of right now, MAU is not enrollment period. They typically have that around December/January timeframe. So, if you're outside of the open enrollment period, the only way you would be able to enroll is if you've recently experienced a qualifying life event. Uh, and that is something that would have had to have taken place within the last 30 days.

Speaker speaker_1: Okay. Well, I appreciate the help.

Speaker speaker_0: Yes, sir. Do you have a wonderful day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.