

Transcript: VICTORIA

Taylor-5893386709811200-5168722110889984

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Oh, yes, ma'am. Uh, we're calling for Justin McBride and we need to get his benefits set up. Okay. Is he nearby that I can speak to him? He's, he's right here beside me. This is Justin. Hey, Justin. What's the name of the agency you work for? MAU. And the last four of your Social? 8121. Okay. Uh, do you mind verifying your address and date of birth? Uh, 5142 SM 410 South Detroit, Texas. And my, uh, date of birth is February 3rd, 2004. Okay. It looks like I have a different, uh, address. I have 4379- It's 4379 FM 196 South Blossom, Texas. Yeah, does that need to be updated? Yes. Okay. And what is the current one again? 5142 SM 410 South Detroit, Texas. Okay, so 5142 SM 410... South Detroit, Texas. The ZIP code? 75436. 75436. Give me one second. And phone number 903-703-909-, uh, 90- Correct. 9056. Correct. And then email is 3128283@gmail.com? Correct. Okay, give me one second. Are you a rehire with MAU? Yes. Okay. Um, so I will need to verify your eligibility on my end, but what were you wanting to enroll into? Let's see. Healthy Plan, Insure Plus Enhanced, dental, uh, vision, accident. Okay. So let me just make sure I'm understanding. The M- the MEC Stay Healthy, the Insure Plus Enhanced, the dental, vision and group accident? And life. It's dental, life, vision and accident. Okay, so the MEC Stay Healthy, Insure Plus Enhanced, dental, vision, group accident and term life. Mm-hmm. Now, are we doing that just for employee only? Yes. Okay. And then, uh, Justin, who did you want to name as the beneficiary for the term life? My father. Okay. What's his name? Aaron McBride. Okay. Okay, so what I'm gonna do on my end is I'm gonna reach out to eligibility, verify that y- you are a rehire and that you're eligible to enroll. And then once I get the go-ahead to process the enrollment, I'll give you a call back. Um, but let me get you a total for what everything would cost if we are able to enroll you. Give me one second. Okay, so it looks like everything would come out to a total of \$43.96. Mm-hmm. All right. All righty. So, um, like I said, once I get a response back from eligibility, I will follow up with you by phone to let you know if it was approved and if I was able to get you enrolled. All right. Thank you. You're welcome. Did you need help with anything else? No, ma'am. Okay, perfect. You have a wonderful day. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Oh, yes, ma'am. Uh, we're calling for Justin McBride and we need to get his benefits set up.

Speaker speaker_0: Okay. Is he nearby that I can speak to him?

Speaker speaker_1: He's, he's right here beside me.

Speaker speaker_2: This is Justin.

Speaker speaker_0: Hey, Justin. What's the name of the agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_2: 8121.

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

Speaker speaker_2: Uh, 5142 SM 410 South Detroit, Texas. And my, uh, date of birth is February 3rd, 2004.

Speaker speaker_0: Okay. It looks like I have a different, uh, address. I have 4379-

Speaker speaker_2: It's 4379 FM 196 South Blossom, Texas.

Speaker speaker_0: Yeah, does that need to be updated?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. And what is the current one again?

Speaker speaker_2: 5142 SM 410 South Detroit, Texas.

Speaker speaker_0: Okay, so 5142 SM 410...

Speaker speaker_2: South Detroit, Texas.

Speaker speaker_0: The ZIP code?

Speaker speaker_2: 75436.

Speaker speaker_0: 75436. Give me one second. And phone number 903-703-909-, uh, 90-

Speaker speaker_2: Correct.

Speaker speaker_0: 9056.

Speaker speaker_2: Correct.

Speaker speaker_0: And then email is 3128283@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_0: Okay, give me one second. Are you a rehire with MAU?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. Um, so I will need to verify your eligibility on my end, but what were you wanting to enroll into?

Speaker speaker_2: Let's see. Healthy Plan, Insure Plus Enhanced, dental, uh, vision, accident.

Speaker speaker_0: Okay. So let me just make sure I'm understanding. The M- the MEC Stay Healthy, the Insure Plus Enhanced, the dental, vision and group accident?

Speaker speaker_2: And life.

Speaker speaker_1: It's dental, life, vision and accident.

Speaker speaker_0: Okay, so the MEC Stay Healthy, Insure Plus Enhanced, dental, vision, group accident and term life.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Now, are we doing that just for employee only?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, uh, Justin, who did you want to name as the beneficiary for the term life?

Speaker speaker_2: My father.

Speaker speaker_0: Okay. What's his name?

Speaker speaker_2: Aaron McBride.

Speaker speaker_0: Okay. Okay, so what I'm gonna do on my end is I'm gonna reach out to eligibility, verify that y- you are a rehire and that you're eligible to enroll. And then once I get the go-ahead to process the enrollment, I'll give you a call back. Um, but let me get you a total for what everything would cost if we are able to enroll you. Give me one second. Okay, so it looks like everything would come out to a total of \$43.96.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: All right.

Speaker speaker_0: All righty. So, um, like I said, once I get a response back from eligibility, I will follow up with you by phone to let you know if it was approved and if I was able to get you enrolled.

Speaker speaker_3: All right. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_3: No, ma'am.

Speaker speaker_0: Okay, perfect. You have a wonderful day.

Speaker speaker_3: Thank you.

Speaker speaker_0: Thank you.