

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Can I speak with Jerry Smith? This is. Hi, Mr. Smith. My name is Chris. I'm with Benefits in a Card calling on behalf of MAU. How are you doing today? I'm great. Yourself? I'm doing well, thank you. Uh, calling to... uh, before we continue, call is being recorded for quality assurance and training purposes. I'm returning a voicemail you left with us over the weekend, uh, wanting to, uh, get a copy of your medical ID card. Um- Yes. I've gone ahead and emailed that to you, to the email address that we have on file for you, the cotello5001@gmail.com. Uh, just giving you a call to let you know that we, we were able to pull that and send that over to you. Okay? All right. That sounds good. Question for you. Yes, sir. Um, is the... did life insurance... I'm not sure, quote me, correct me if I'm wrong, did life insurance come with that or is that a different area I have to fill out? Uh, life insurance is... so life insurance is handled by the same company, but it does not have its own card or anything like that. I do see here that you did enroll into life insurance though. Okay, so what, what website do I need to log into if I wanted to change anything? As far as your life insurance or as far as, like, your insurance enrollment in general? Ins- insurance enrollment in general. Uh, the Ben- the, uh, the website to go to would be mybenefitsinacard.com/mau. Okay. Sounds good. All right. Anything else, Mr. Smith? No, thank you. All right. Thanks for taking the time to speak with me. Have a good day. You too. Bye now.

Conversation Format

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

Speaker speaker_1: Good afternoon. Can I speak with Jerry Smith?

Speaker speaker_2: This is.

Speaker speaker_1: Hi, Mr. Smith. My name is Chris. I'm with Benefits in a Card calling on behalf of MAU. How are you doing today?

Speaker speaker_2: I'm great. Yourself?

Speaker speaker_1: I'm doing well, thank you. Uh, calling to... uh, before we continue, call is being recorded for quality assurance and training purposes. I'm returning a voicemail you left with us over the weekend, uh, wanting to, uh, get a copy of your medical ID card. Um-

Speaker speaker_2: Yes.

Speaker speaker_1: I've gone ahead and emailed that to you, to the email address that we have on file for you, the cotello5001@gmail.com. Uh, just giving you a call to let you know that we, we were able to pull that and send that over to you. Okay?

Speaker speaker_2: All right. That sounds good. Question for you.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Um, is the... did life insurance... I'm not sure, quote me, correct me if I'm wrong, did life insurance come with that or is that a different area I have to fill out?

Speaker speaker_1: Uh, life insurance is... so life insurance is handled by the same company, but it does not have its own card or anything like that. I do see here that you did enroll into life insurance though.

Speaker speaker_2: Okay, so what, what website do I need to log into if I wanted to change anything?

Speaker speaker_1: As far as your life insurance or as far as, like, your insurance enrollment in general?

Speaker speaker_2: Ins- insurance enrollment in general.

Speaker speaker_1: Uh, the Ben- the, uh, the website to go to would be mybenefitsinacard.com/mau.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: All right. Anything else, Mr. Smith?

Speaker speaker_2: No, thank you.

Speaker speaker_1: All right. Thanks for taking the time to speak with me. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye now.