

Transcript: Chris Sofield

(deactivated)-4899897075089408-4776220404793344

Full Transcript

Thank you for calling Benefits and a Card. This is Chris. How can I help you today? Hi, uh, my name is Bradley Ferguson and I'm working with MAU, and I, I called, I think, like a week or two ago, but I keep getting these, uh, texts saying that I have until January 31st for the open enrollment for the benefits, and I was told that I would get a card to activate, um, and I haven't gotten that in the mail. But also, I'd just like to confirm that I am enrolled in the health benefits and everything. Okay. Yeah. So, the... Any text messages are just automated reminders that's going out to everyone at MAU to advise about open enrollment, um, so that's all that is. But, uh, I can check your file to confirm that you are enrolled. What's the last four of your Social? That is 1216. Okay, Mr. Ferguson. Could you verify your address and your date of birth for me? Uh, yes. Uh, my current address is 151 Mitchell Road, Greenville, South Carolina, and then, uh, my birthday is May 18th, 1998. Okay. So, that would be why you don't have any ID cards yet. We do not have that address on file. Oh, okay. Are you able to verify the, uh, address that, that is currently on file? Uh, it should be 135 Redefined Lane, Hendersonville, North Carolina. That's where I last moved from. Yes. So, that, that's, that's the a- that's the address that is currently on file and where any ID cards would have been sent to. Um, we can go ahead- Oh, okay. Yeah. We can go ahead and update that. Um, what was the new address again? 151, uh, Mitchell Road, Greenville, South Carolina. Uh, what's the ZIP? I still haven't... 29615 is the ZIP. Thank you. And then, we have a phone number on file 678-899-3557. Is that correct? Yes. That's correct. Okay. All right. So yeah, um, your ID cards would have been sent to your, to your old address in North Carolina, um, so that, that would be why you haven't gotten them. Um, it, uh, what I can do for you is I can pull copies of your ID cards and email them on over to you so you can go ahead and have that information. Mm-hmm. Um, can you confirm, we have your email on file as bennettbferguson@gmail.com? Yes. That's correct. Okay. Uh, should I call my apartment and ask if they have the ID cards or do I have to wait to get, to get new ones? Um, that is entirely up to you. If you wanna call them and see if they can forward those to you, you can. If you wanna just, um, submit for new copies to arrive in seven to 10 business days, you can do that as well. That's, that's entirely your choice. Okay. Uh, could I submit a request with you while we're on the phone right now? Or... Yeah. Yeah. We can do that. Any new physical ca- cards will take about seven to 10 business days to arrive. Okay. That's fine. All right. Was there anything else? Uh, no. That, that's it. All right. Well, if that's everything, thanks again for calling and have a wonderful day. All right. Great. Thank you. You're welcome. Bye now. All right. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi, uh, my name is Bradley Ferguson and I'm working with MAU, and I, I called, I think, like a week or two ago, but I keep getting these, uh, texts saying that I have until January 31st for the open enrollment for the benefits, and I was told that I would get a card to activate, um, and I haven't gotten that in the mail. But also, I'd just like to confirm that I am enrolled in the health benefits and everything.

Speaker speaker_0: Okay. Yeah. So, the... Any text messages are just automated reminders that's going out to everyone at MAU to advise about open enrollment, um, so that's all that is. But, uh, I can check your file to confirm that you are enrolled. What's the last four of your Social?

Speaker speaker_1: That is 1216.

Speaker speaker_0: Okay, Mr. Ferguson. Could you verify your address and your date of birth for me?

Speaker speaker_1: Uh, yes. Uh, my current address is 151 Mitchell Road, Greenville, South Carolina, and then, uh, my birthday is May 18th, 1998.

Speaker speaker_0: Okay. So, that would be why you don't have any ID cards yet. We do not have that address on file.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Are you able to verify the, uh, address that, that is currently on file?

Speaker speaker_1: Uh, it should be 135 Redefined Lane, Hendersonville, North Carolina. That's where I last moved from.

Speaker speaker_0: Yes. So, that, that's, that's the a- that's the address that is currently on file and where any ID cards would have been sent to. Um, we can go ahead-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah. We can go ahead and update that. Um, what was the new address again?

Speaker speaker_1: 151, uh, Mitchell Road, Greenville, South Carolina. Uh, what's the ZIP? I still haven't... 29615 is the ZIP.

Speaker speaker_0: Thank you. And then, we have a phone number on file 678-899-3557. Is that correct?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: Okay. All right. So yeah, um, your ID cards would have been sent to your, to your old address in North Carolina, um, so that, that would be why you haven't gotten them. Um, it, uh, what I can do for you is I can pull copies of your ID cards and email them on over to you so you can go ahead and have that information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, can you confirm, we have your email on file as bennettbferguson@gmail.com?

Speaker speaker_1: Yes. That's correct.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, should I call my apartment and ask if they have the ID cards or do I have to wait to get, to get new ones?

Speaker speaker_0: Um, that is entirely up to you. If you wanna call them and see if they can forward those to you, you can. If you wanna just, um, submit for new copies to arrive in seven to 10 business days, you can do that as well. That's, that's entirely your choice.

Speaker speaker_1: Okay. Uh, could I submit a request with you while we're on the phone right now? Or...

Speaker speaker_0: Yeah. Yeah. We can do that. Any new physical ca- cards will take about seven to 10 business days to arrive.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: All right. Was there anything else?

Speaker speaker_1: Uh, no. That, that's it.

Speaker speaker_0: All right. Well, if that's everything, thanks again for calling and have a wonderful day.

Speaker speaker_1: All right. Great. Thank you.

Speaker speaker_0: You're welcome. Bye now.

Speaker speaker_1: All right. Bye.