

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Um, yes. I used to work for MAU about four years ago. And I got one of y'all's text messages where the MAU, uh, stuff along with the benefits and everything that ends at the end of the month. I was calling to see if I could en- enroll back into MAU. Okay. So are you currently working for MAU? Um, no. I used to work for y'all four years ago. So, so yeah, this- I used to work at, I used to work at Milligan. Okay, so we... So the thing is that the benefits are only for current employees through MAU. Yeah, I know. And so- But I just wa- I wanted to see if I could possibly enroll, like where do I have to go and whatnot. Y- you, you can't if you're not an employee of MAU, ma'am. And I'm saying I want to come back to work for MAU, is what I'm saying, sir. Oh, okay. So I, I was misunderstanding your question because- That's why I said I want to enroll back into MAU. Okay, so, so this is just the... This is just Benefits and a Card. We're just the enrollment administrate- administrator for the insurance benefits for MAU. We are not MAU itself. So you've called the wrong number entirely. You'll need to look up whoever, wherever your closest MAU office is and speak with them. Okay, well, uh, apparently I'm still somewhere in the system because y'all keep sending me the text messages about the benefits also. Okay, that would be, that would mean that you're in MAU's system, which that's, that's where we get any information from. So you'd, again, still have to talk to MAU. We have nothing to do with employment, ma'am. Okay. Okay. All right then. Thank you, bye. You all have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Um, yes. I used to work for MAU about four years ago. And I got one of y'all's text messages where the MAU, uh, stuff along with the benefits and everything that ends at the end of the month. I was calling to see if I could en- enroll back into MAU.

Speaker speaker_1: Okay. So are you currently working for MAU?

Speaker speaker_2: Um, no. I used to work for y'all four years ago.

Speaker speaker_1: So, so yeah, this-

Speaker speaker_2: I used to work at, I used to work at Milligan.

Speaker speaker_1: Okay, so we... So the thing is that the benefits are only for current employees through MAU.

Speaker speaker_2: Yeah, I know.

Speaker speaker_1: And so-

Speaker speaker_2: But I just wa- I wanted to see if I could possibly enroll, like where do I have to go and whatnot.

Speaker speaker_1: Y- you, you can't if you're not an employee of MAU, ma'am.

Speaker speaker_2: And I'm saying I want to come back to work for MAU, is what I'm saying, sir.

Speaker speaker_1: Oh, okay. So I, I was misunderstanding your question because-

Speaker speaker_2: That's why I said I want to enroll back into MAU.

Speaker speaker_1: Okay, so, so this is just the... This is just Benefits and a Card. We're just the enrollment administrate- administrator for the insurance benefits for MAU. We are not MAU itself. So you've called the wrong number entirely. You'll need to look up whoever, wherever your closest MAU office is and speak with them.

Speaker speaker_2: Okay, well, uh, apparently I'm still somewhere in the system because y'all keep sending me the text messages about the benefits also.

Speaker speaker_1: Okay, that would be, that would mean that you're in MAU's system, which that's, that's where we get any information from. So you'd, again, still have to talk to MAU. We have nothing to do with employment, ma'am.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: All right then.

Speaker speaker_2: Thank you, bye.

Speaker speaker_1: You all have a good day.