

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Uh, yes, ma'am. Um, I work for MAU, and I was trying to see if I can get a insurance card sent to my address because I never got one sent to me. Yes. Um, what's, what is the last four of your social? Uh, it's 2992. And your first and last name, please. Demetrius Jelks. For security purposes, can you verify your address and date of birth? It is 245 Castle Gate Circle. Mm, I have a different address. Is it, uh, 318 Westwood Parkway? And then what was the city and state. Uh, Oceana, Georgia. And your date of birth? 12/19/1994. Yeah. I said 318. Do you need me to change it? Most likely, that's where those cards went. Yes, ma'am. Okay. What's your new address? It's 245 Castle Gate, those two words are together, Circle. Okay. And then is it the same city still, and state? Uh, it is, uh, Carrollton, Georgia. Carrollton. You said Carrington? Carroll. Carrollton. Carrollton. C-A-R-L- Okay. Thank you. C-A-R-R-O-L-T-O-N? Uh, it's two Ls. Two Ls. Okay. All right, there you go. Georgia. What's the zip code? 30116. Thank you. And then is your phone number still the same, um, 770-294-3605, or has that changed also? It's still fine. Okay. And then I have demetrius.jelks@yahoo.com, so first, period, last name, @yahoo.com. Is that right- Yes, ma'am. All right. Okay. Um, do you want me- ... to go ahead and send them electronically while you wait on them? Uh, yes, ma'am, please. Okay. Um, can I put you in a brief hold while I get those cards ready? And then- Yes, ma'am. ... do you want me to request all of them, or certain ones? Um, all of them- Oh, you don't have none of them. ... would be fine. Okay. Yes, ma'am. Okay. Yeah. I can go ahead and do that. Um, give me one second. I'm going to put you in a brief hold while I send that to your email. Okay? Okay. Okay. I went ahead and emailed that to you. Do you mind verifying that you received it? It should come from an email that says, "Info@benefitsinacard.com." And then, I also went ahead and requested those cards. Okay. And also- So the- ... is there... Is there a way I can upgrade the insurance? So, no, because you would have to be within company open enrollment period to do so. Um, for them, let me see what month that falls in, especially since... I don't know if you're- if you're aware, but your dental, vision, and medical plans are under a section called 125, which allows you to pay these plans with pretax dollars. However, if you do want to cancel the plans, make changes to those plans, you do have to be within your 30 days of receiving your first check or within company open enrollment, which for MEU is held in December. And it looks like- Okay. ... last year it was from December 23rd till January 31st. So, it looks like it was just held not too long ago. But you would have to be within company open enrollment to make those changes. Oh, okay. Okay. Oh, well... Well, I think that's all I needed, yeah. Okay. And then I went ahead and requested your card, so you should be getting them within, like, 10 or 7 business days, not including holidays though. Okay? Okay. Nor weekends. All right? But it should- they should be going to that correct address now. Okay. I can- I can- Yeah, that's, uh, that's good. All right. Well, I hope you have

a great day. If you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday. Okay, thank you. Thank you. Have a nice day. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, ma'am. Um, I work for MAU, and I was trying to see if I can get a insurance card sent to my address because I never got one sent to me.

Speaker speaker_0: Yes. Um, what's, what is the last four of your social?

Speaker speaker_1: Uh, it's 2992.

Speaker speaker_0: And your first and last name, please.

Speaker speaker_1: Demetrius Jelks.

Speaker speaker_0: For security purposes, can you verify your address and date of birth?

Speaker speaker_1: It is 245 Castle Gate Circle.

Speaker speaker_0: Mm, I have a different address.

Speaker speaker_1: Is it, uh, 318 Westwood Parkway?

Speaker speaker_0: And then what was the city and state.

Speaker speaker_1: Uh, Oceana, Georgia.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 12/19/1994.

Speaker speaker_0: Yeah. I said 318. Do you need me to change it? Most likely, that's where those cards went.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. What's your new address?

Speaker speaker_1: It's 245 Castle Gate, those two words are together, Circle.

Speaker speaker_0: Okay. And then is it the same city still, and state?

Speaker speaker_1: Uh, it is, uh, Carrollton, Georgia.

Speaker speaker_0: Carrollton. You said Carrington?

Speaker speaker_1: Carroll. Carrollton.

Speaker speaker_0: Carrollton.

Speaker speaker_1: C-A-R-L-

Speaker speaker_0: Okay. Thank you. C-A-R-R-O-L-T-O-N?

Speaker speaker_1: Uh, it's two Ls.

Speaker speaker_0: Two Ls. Okay. All right, there you go. Georgia. What's the zip code?

Speaker speaker_1: 30116.

Speaker speaker_0: Thank you. And then is your phone number still the same, um, 770-294-3605, or has that changed also?

Speaker speaker_1: It's still fine.

Speaker speaker_0: Okay. And then I have demetrious.jelks@yahoo.com, so first, period, last name, @yahoo.com. Is that right-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. Okay. Um, do you want me- ... to go ahead and send them electronically while you wait on them?

Speaker speaker_1: Uh, yes, ma'am, please.

Speaker speaker_0: Okay. Um, can I put you in a brief hold while I get those cards ready? And then-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: ... do you want me to request all of them, or certain ones?

Speaker speaker_1: Um, all of them-

Speaker speaker_0: Oh, you don't have none of them.

Speaker speaker_1: ... would be fine.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yeah. I can go ahead and do that. Um, give me one second. I'm going to put you in a brief hold while I send that to your email. Okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. I went ahead and emailed that to you. Do you mind verifying that you received it? It should come from an email that says, "Info@benefitsinacard.com." And then, I also went ahead and requested those cards.

Speaker speaker_2: Okay. And also-

Speaker speaker_3: So the-

Speaker speaker_2: ... is there... Is there a way I can upgrade the insurance?

Speaker speaker_0: So, no, because you would have to be within company open enrollment period to do so. Um, for them, let me see what month that falls in, especially since... I don't know if you're- if you're aware, but your dental, vision, and medical plans are under a section called 125, which allows you to pay these plans with pretax dollars. However, if you do want to cancel the plans, make changes to those plans, you do have to be within your 30 days of receiving your first check or within company open enrollment, which for MEU is held in December. And it looks like-

Speaker speaker_2: Okay.

Speaker speaker_0: ... last year it was from December 23rd till January 31st. So, it looks like it was just held not too long ago. But you would have to be within company open enrollment to make those changes.

Speaker speaker_2: Oh, okay. Okay. Oh, well... Well, I think that's all I needed, yeah.

Speaker speaker_0: Okay. And then I went ahead and requested your card, so you should be getting them within, like, 10 or 7 business days, not including holidays though. Okay?

Speaker speaker_2: Okay.

Speaker speaker_0: Nor weekends. All right? But it should- they should be going to that correct address now.

Speaker speaker_2: Okay. I can- I can- Yeah, that's, uh, that's good.

Speaker speaker_0: All right. Well, I hope you have a great day. If you have any questions, we're open from 8:00 AM up until 8:00 PM Monday through Friday.

Speaker speaker_2: Okay, thank you.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_2: You, too.