

## **Transcript: Estefania**

**Acevedo-6220474300678144-5528504133664768**

### **Full Transcript**

Thank you for calling Benefits 10- Hi, my name is Stephanie. How can I assist you? Hello. My name is Jamija Brown and I'm calling because, um, I did my insurance through MAU a month ago and I haven't received my insurance card as of yet. Okay. Um, I can check to see if you have become active. If you are, I'll go ahead and email it to you. Um, I just need the last four of your social. It's 7053. And then what's your name? Jamija, J-A-M-J-A Brown, B-R-O-W-N. And for security purposes, can you verify your address and date of birth? It's 3654 Crest Lane, Apartment 3203, Huxtable, Georgia 30815. And you said my birthday is May 21st, 1999. And then I have 706-755-5348. Yes. And then I have J-A-M-J-A Brown, period, 521@... right? Yes. Okay. Let's see. So you still haven't become active as of yet. We still ha-... they haven't done the first deduction from your paycheck. Once they do the first one, the following Monday your plan becomes active, and then that first week they should be sending you your card, and, um, you should be getting dental and vision probably that first Friday of your active coverage. And then for your Ensure Plus Enhanced, normally they don't mail that one out. So if you do want a physical one, you would have to call in and request it once you become active. Um, but you're still not active in our system. Okay, so, um, the dental and vision, they will email it to me? Um, yeah, you would have to call in and re-... and request that email though. We don't automatically send it, so you do have to request it. You just have to wait. Mm-hmm. Okay, so I call this same number? Yes, ma'am. Mm-hmm. Okay. Okay, well, I'll just wait until then. All right. Well, I hope you have a great day. So I would just be looking at your pay stubs when they deduct it from your paycheck. If you're not sure if you're gonna have to do that, you can just call us and we'll let you know if you have become active already or not. Okay. All right. Thank you. Okay, you welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-

Speaker speaker\_1: Hi, my name is Stephanie. How can I assist you?

Speaker speaker\_2: Hello. My name is Jamija Brown and I'm calling because, um, I did my insurance through MAU a month ago and I haven't received my insurance card as of yet.

Speaker speaker\_1: Okay. Um, I can check to see if you have become active. If you are, I'll go ahead and email it to you. Um, I just need the last four of your social.

Speaker speaker\_2: It's 7053.

Speaker speaker\_1: And then what's your name?

Speaker speaker\_2: Jamija, J-A-M-J-A Brown, B-R-O-W-N.

Speaker speaker\_1: And for security purposes, can you verify your address and date of birth?

Speaker speaker\_2: It's 3654 Crest Lane, Apartment 3203, Huxtable, Georgia 30815. And you said my birthday is May 21st, 1999.

Speaker speaker\_1: And then I have 706-755-5348.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then I have J-A-M-J-A Brown, period, 521 @... right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Let's see. So you still haven't become active as of yet. We still ha-... they haven't done the first deduction from your paycheck. Once they do the first one, the following Monday your plan becomes active, and then that first week they should be sending you your card, and, um, you should be getting dental and vision probably that first Friday of your active coverage. And then for your Ensure Plus Enhanced, normally they don't mail that one out. So if you do want a physical one, you would have to call in and request it once you become active. Um, but you're still not active in our system.

Speaker speaker\_2: Okay, so, um, the dental and vision, they will email it to me?

Speaker speaker\_1: Um, yeah, you would have to call in and re-... and request that email though. We don't automatically send it, so you do have to request it. You just have to wait. Mm-hmm.

Speaker speaker\_2: Okay, so I call this same number?

Speaker speaker\_1: Yes, ma'am. Mm-hmm.

Speaker speaker\_2: Okay. Okay, well, I'll just wait until then.

Speaker speaker\_1: All right. Well, I hope you have a great day. So I would just be looking at your pay stubs when they deduct it from your paycheck. If you're not sure if you're gonna have to do that, you can just call us and we'll let you know if you have become active already or not.

Speaker speaker\_2: Okay. All right. Thank you.

Speaker speaker\_1: Okay, you welcome. Have a nice day.

Speaker speaker\_2: You too. Bye-bye.