

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Inquire. My name is Stephanie. How can I assist you? Yes, my name is Brenda, B-R-I-N-D-E-R, Maybin, M-A-Y-B-I-N. I'm with, um, MAU. I just want, um... I got an email saying, um, call about my benefits and I'm thinking I'm just gonna keep what I had. Okay. Give me one second. And then what are the last four of your Social? 1030. Okay. For security purposes, could you verify your address and your date of birth for me? My address is 738 Kendall Road, Newberry, South Carolina, 29108. My birthday is October the 7th, 1957. Okay. It's 271-5142 your phone number? Yes. And then I have your first name, last name, 14@gmail.com? Yeah. Mm-hmm. Okay. Okay, so, um, it looks like right now you have the group accident, dental, critical illness, term life, and vision. You said you wanted to leave it how it is, right? Yeah. I got life insurance too on there, ain't I? Yes, you do, for \$2.11. And I got vision and dental and, um- Mm-hmm. ... what else now? You have critical illness and group accident as well. Okay. Well, yeah, that's good. That's- I'm gonna keep it just like that. So I can use my same card? Yes, ma'am. Um, it was just letting you know that right now there was an company open enrollment and if you wish to add, like, more plans, this would be the time to do so, because it looks like the last day for their open enrollment is, I believe, the last day of this month. Yeah, the 31st. So if you do wish to add new ones, you're welcome to give us a call, um, before that deadline. But I don't really have to do anything but... Mm-hmm. Okay. I appreciate it then. Thank you so much. You're welcome. You have a great day. All right. You too. Bye-bye.

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 Inquire. My name is Stephanie. How can I assist you?

Speaker speaker_2: Yes, my name is Brenda, B-R-I-N-D-E-R, Maybin, M-A-Y-B-I-N. I'm with, um, MAU. I just want, um... I got an email saying, um, call about my benefits and I'm thinking I'm just gonna keep what I had.

Speaker speaker_1: Okay. Give me one second. And then what are the last four of your Social?

Speaker speaker_2: 1030.

Speaker speaker_1: Okay. For security purposes, could you verify your address and your date of birth for me?

Speaker speaker_2: My address is 738 Kendall Road, Newberry, South Carolina, 29108. My birthday is October the 7th, 1957.

Speaker speaker_1: Okay. It's 271-5142 your phone number?

Speaker speaker_2: Yes.

Speaker speaker_1: And then I have your first name, last name, 14@gmail.com?

Speaker speaker_2: Yeah. Mm-hmm.

Speaker speaker_1: Okay. Okay, so, um, it looks like right now you have the group accident, dental, critical illness, term life, and vision. You said you wanted to leave it how it is, right?

Speaker speaker_2: Yeah. I got life insurance too on there, ain't I?

Speaker speaker_1: Yes, you do, for \$2.11.

Speaker speaker_2: And I got vision and dental and, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... what else now?

Speaker speaker_1: You have critical illness and group accident as well.

Speaker speaker_2: Okay. Well, yeah, that's good. That's- I'm gonna keep it just like that. So I can use my same card?

Speaker speaker_1: Yes, ma'am. Um, it was just letting you know that right now there was an company open enrollment and if you wish to add, like, more plans, this would be the time to do so, because it looks like the last day for their open enrollment is, I believe, the last day of this month. Yeah, the 31st. So if you do wish to add new ones, you're welcome to give us a call, um, before that deadline. But I don't really have to do anything but... Mm-hmm.

Speaker speaker_2: Okay. I appreciate it then. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day.

Speaker speaker_2: All right. You too. Bye-bye.