

Transcript: Francesca

Baez-5021666051571712-6361599446040576

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Hey, yes, I'm trying to see... I work through MAU, and I'm trying to see if I have insurance through y'all or who, 'cause I can't seem to find a number. So I'm calling around. Okay. You called the right place with the account administrators for the health insurance, so we'll be able to let you know if you have insurance with them. And that was MAU, correct? I'm sorry? Yes, sir. That was MAU Staffing, correct? Yes. What are the last four of your Social to locate your account? Uh, two, four, two, six. Last name? Uh, Bryan. For security purposes, can you please verify your mailing address and date of birth? Uh, I'm sorry? For security- 1311... Uh, thir- 3211 Beaumar Road in Douglasville, Georgia. Three, zero, one, three, five. And what is your date of birth? Uh, 9/22/2000. I have this phone number, 501-536-1400. Correct. And I have your email down as bryanmad519@gmail.com. Yes. Let's see. Yes, Mr. Bryan. So we did process your enrollment per the form from October 30th into our Medical Preventative MEC Plan, a loan plan. The reason why you haven't received your benefit card as of yet is due to the fact that you became active this Monday, second. So the carrier doesn't ship out the benefit card 'til this Friday, the 6th. Would you like me to check and see if I can get you a digital copy of it? Uh, is there... I was told y'all could send the email one. Yes, sir. That will be the digital copy that I'm offering. Then yes. All right. Let me place you in a quick hold, and I'll take a look and look for it. I'll be right back. Okay. Thank you. Thank you so much for holding, Mr. Bryan. I'll go ahead and email you a copy of it. I will be able to find it. Okay. That'll be coming in from our info@benefitsinacard email. Okay. And it will be titled as ID Card. Uh-huh. Right. And then just remember, you do have a medical preventative plan. It has requirements for a network, and it will not be covering any hospital indemnity services. Okay. Was there anything else we... Uh, I think that's everything. All right. I do hope you have a wonderful rest of your day, and thank you so much for your time today. Thank you, you as well. 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 in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey, yes, I'm trying to see... I work through MAU, and I'm trying to see if I have insurance through y'all or who, 'cause I can't seem to find a number. So I'm calling around.

Speaker speaker_1: Okay. You called the right place with the account administrators for the health insurance, so we'll be able to let you know if you have insurance with them. And that was MAU, correct?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Yes, sir. That was MAU Staffing, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: What are the last four of your Social to locate your account?

Speaker speaker_2: Uh, two, four, two, six.

Speaker speaker_1: Last name?

Speaker speaker_2: Uh, Bryan.

Speaker speaker_1: For security purposes, can you please verify your mailing address and date of birth?

Speaker speaker_2: Uh, I'm sorry?

Speaker speaker_1: For security-

Speaker speaker_2: 1311... Uh, thir- 3211 Beaumar Road in Douglasville, Georgia. Three, zero, one, three, five.

Speaker speaker_1: And what is your date of birth?

Speaker speaker_2: Uh, 9/22/2000.

Speaker speaker_1: I have this phone number, 501-536-1400.

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email down as bryanmad519@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Let's see. Yes, Mr. Bryan. So we did process your enrollment per the form from October 30th into our Medical Preventative MEC Plan, a loan plan. The reason why you haven't received your benefit card as of yet is due to the fact that you became active this Monday, second. So the carrier doesn't ship out the benefit card 'til this Friday, the 6th. Would you like me to check and see if I can get you a digital copy of it?

Speaker speaker_2: Uh, is there... I was told y'all could send the email one.

Speaker speaker_1: Yes, sir. That will be the digital copy that I'm offering.

Speaker speaker_2: Then yes.

Speaker speaker_1: All right. Let me place you in a quick hold, and I'll take a look and look for it. I'll be right back.

Speaker speaker_2: Okay.

Speaker speaker_1: Thank you. Thank you so much for holding, Mr. Bryan. I'll go ahead and email you a copy of it. I will be able to find it.

Speaker speaker_2: Okay.

Speaker speaker_1: That'll be coming in from our info@benefitsinacard email.

Speaker speaker_2: Okay.

Speaker speaker_1: And it will be titled as ID Card.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Right. And then just remember, you do have a medical preventative plan. It has requirements for a network, and it will not be covering any hospital indemnity services.

Speaker speaker_2: Okay.

Speaker speaker_1: Was there anything else we...

Speaker speaker_2: Uh, I think that's everything.

Speaker speaker_1: All right. I do hope you have a wonderful rest of your day, and thank you so much for your time today.

Speaker speaker_2: Thank you, you as well.

Speaker speaker_1: You too. Bye-bye.