

## **Transcript: Francesca**

**Baez-5032706662940672-6384420615831552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling by the 10 o'clock. My name is Francesca. How can I assist you today? Oh, yes. My name is Sabrina Eaby. Um, uh, a person, a staff from MAU had told me to call this about short-term disability because, um, I'm going in March, uh, to have my daughter, and, um, they wanted me to enroll in it. Okay, let's take a look and see if you're eligible, and you say you're with MAU Staffing? Say what now? Yes, ma'am. I have to check and see if you're eligible for enrollment, and you stated that you're with MAU Staffing, correct? Yes. What are the last four of the Social? Um, my last four digits is 9370. And the last name, please? Uh, E- E-A-B-Y. Okay. Could you please verify your mailing address and date of birth for security purposes? Uh, my address is 1101 Winston Road, Anderson, South Carolina 29621, and my date of birth is 11-3-92. I have the best phone number to reach you down as 864-376-5275. Yes. And lastly, we have your email down as firstandlastnamenumberszero@gmail.com? Yes. Have you had any type of short-term insurance with another insurance carrier within the last 30 days? Have I what? Did you lose any other policies short-term wise with another carrier? No. Okay. Because at the moment, you don't have any open enrollment period personal, and MAU company open enrollment period hasn't happened yet either. So currently, you're not eligible for enrollment. We wouldn't be able to enter you into short-term disability till next month, December, when MAU have their company open enrollment period. I thought the open enrollment was from November 5th to the 15th. That's what I was told. No, ma'am. Maybe MAU has another account administrator, but benefits in our card has not been provided. Any company open enrollment period information per the system and the communications that we have with your staffing, they're currently not in any company open enrollment period where benefits, the benefits in our card administers. All right. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling by the 10 o'clock. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Oh, yes. My name is Sabrina Eaby. Um, uh, a person, a staff from MAU had told me to call this about short-term disability because, um, I'm going in March, uh, to have my daughter, and, um, they wanted me to enroll in it.

Speaker speaker\_1: Okay, let's take a look and see if you're eligible, and you say you're with MAU Staffing?

Speaker speaker\_2: Say what now?

Speaker speaker\_1: Yes, ma'am. I have to check and see if you're eligible for enrollment, and you stated that you're with MAU Staffing, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: What are the last four of the Social?

Speaker speaker\_2: Um, my last four digits is 9370.

Speaker speaker\_1: And the last name, please?

Speaker speaker\_2: Uh, E- E-A-B-Y.

Speaker speaker\_1: Okay. Could you please verify your mailing address and date of birth for security purposes?

Speaker speaker\_2: Uh, my address is 1101 Winston Road, Anderson, South Carolina 29621, and my date of birth is 11-3-92.

Speaker speaker\_1: I have the best phone number to reach you down as 864-376-5275.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And lastly, we have your email down as firstandlastnamenumzero@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Have you had any type of short-term insurance with another insurance carrier within the last 30 days?

Speaker speaker\_2: Have I what?

Speaker speaker\_1: Did you lose any other policies short-term wise with another carrier?

Speaker speaker\_2: No.

Speaker speaker\_1: Okay. Because at the moment, you don't have any open enrollment period personal, and MAU company open enrollment period hasn't happened yet either. So currently, you're not eligible for enrollment. We wouldn't be able to enter you into short-term disability till next month, December, when MAU have their company open enrollment period.

Speaker speaker\_2: I thought the open enrollment was from November 5th to the 15th. That's what I was told.

Speaker speaker\_1: No, ma'am. Maybe MAU has another account administrator, but benefits in our card has not been provided. Any company open enrollment period information per the system and the communications that we have with your staffing, they're currently not in any company open enrollment period where benefits, the benefits in our card administers.

Speaker speaker\_2: All right. Thank you.