

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits 10 o' 5. My name is Francesca. How can I assist you today? Yes, how you doing, Francesca, Francesca? I'm good. How are you? All right. I'm good, good. Um, I'm trying to get my, um, I'm trying to find out do I have insurance with y'all and if so, um, I'm trying to get my, uh, uh, account number. Sure, thank you. I'd be more than happy to assist you today. So the benefits would actually be with your second company. Do you know which one you're with? I'm with MAU. And what are the last four of your Social? 1915. And the last name, please? Lee. L-E-E. First name Christopher? Yes. All right. And for security purposes, please verify your mailing address and your date of birth for me. Uh, it should be 10 Charleston Road, Greenville, South Carolina 29605. And you said my date of birth? Yes, sir. 02/26/'85. I have best contact same as the phone number you called us on, 864-720-5080. Yes. And then I have your email down as chrislee031@gmail.com. Yes. No, sir. You currently do not have any benefits with MAU. You have not had active coverage with them since 2019. Really? Yes, sir. I thought when I... 'cause I definitely miss. Um, is it too late to sign up now? Do you have any other coverage that you lost within the last 30 days? Um, far as I know I had did dental, dental and vision retirement. When I came back and signed on, when I came back to Michigan, went back to Michigan with MAU, I had, when I did everything, I had put dental in this on dental. I don't know why. So the most recent form that we received from you was from last year. It shows that you filled it out January 23rd, 2024, but you left the form blank. We did try to reach you- Mm-hmm. ... to see if you were trying to enroll and forgot to make the selections, but even at that point, the front office did an eligibility review and you were not eligible at that point to enroll either. As of right now, since you do not have either a qualified life event or an open enrollment period, you will have to wait till MAU holds their company open enrollment period which unfortunately doesn't happen till December. Oh, damn. Okay. Yes, sir. I do apologize for that inconvenience. Okay, then. I'll worry about it. Appreciate it. Of course. My pleasure. Have a great day. All right. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' 5. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, how you doing, Francesca, Francesca?

Speaker speaker_0: I'm good. How are you?

Speaker speaker_1: All right. I'm good, good. Um, I'm trying to get my, um, I'm trying to find out do I have insurance with y'all and if so, um, I'm trying to get my, uh, uh, account number.

Speaker speaker_0: Sure, thank you. I'd be more than happy to assist you today. So the benefits would actually be with your second company. Do you know which one you're with?

Speaker speaker_1: I'm with MAU.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: 1915.

Speaker speaker_0: And the last name, please?

Speaker speaker_1: Lee. L-E-E.

Speaker speaker_0: First name Christopher?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And for security purposes, please verify your mailing address and your date of birth for me.

Speaker speaker_1: Uh, it should be 10 Charleston Road, Greenville, South Carolina 29605. And you said my date of birth?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 02/26/85.

Speaker speaker_0: I have best contact same as the phone number you called us on, 864-720-5080.

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your email down as chrislee031@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: No, sir. You currently do not have any benefits with MAU. You have not had active coverage with them since 2019.

Speaker speaker_1: Really?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: I thought when I... 'cause I definitely miss. Um, is it too late to sign up now?

Speaker speaker_0: Do you have any other coverage that you lost within the last 30 days?

Speaker speaker_1: Um, far as I know I had did dental, dental and vision retirement. When I came back and signed on, when I came back to Michigan, went back to Michigan with MAU, I had, when I did everything, I had put dental in this on dental. I don't know why.

Speaker speaker_0: So the most recent form that we received from you was from last year. It shows that you filled it out January 23rd, 2024, but you left the form blank. We did try to reach you-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to see if you were trying to enroll and forgot to make the selections, but even at that point, the front office did an eligibility review and you were not eligible at that point to enroll either. As of right now, since you do not have either a qualified life event or an open enrollment period, you will have to wait till MAU holds their company open enrollment period which unfortunately doesn't happen till December.

Speaker speaker_1: Oh, damn. Okay.

Speaker speaker_0: Yes, sir. I do apologize for that inconvenience.

Speaker speaker_1: Okay, then. I'll worry about it. Appreciate it.

Speaker speaker_0: Of course. My pleasure. Have a great day.

Speaker speaker_1: All right. You, too.