

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit 000 Com. My name is Francesca. How can I assist you today? Yes, ma'am. Um, my name is Fred... My name is Fred Logan, and I was taken off but, uh, I believe you were the one who put me back on last week, back on the, um, MAU plan, the dinner and all that plan. I was trying to figure out if I would just been put back on it last week, do it come into effect, because it came on my paycheck to due. Does it go straight into effect or do I gotta wait? So with the policy activations, when you see the first deductions, following Monday of that deduction is when the policy becomes effective. If you would like, I can take a look at the status of the account. Yes, ma'am. Oh, I thought I was going to get an email, you know, showing me, you know, the ropes and stuff. So that's good. Unfortunately, with these PPO limited plans you should be the only type of email you get when a policy gets active is if there was any sort of virtual services that are attached to that specific plan. They will send an email for you to activate the account itself that will be connected to those virtual services. But let's see what your selections were. What are the last four of your social, Mr. Logan? Um, four, six, nine, zero. All right. And to make sure I have the right account in front of me, can you verify your mailing address for me, and the date of birth? Yes, ma'am. Um, 200 Eunice Drive, Greenville, South Carolina, and my birthday is 3/6/80. Can I have that down as an apartment number, K as in kite, number 8? Yes, ma'am. And the best contact is the same as you called on today, 864-561-04... I mean, 0240? Yes, ma'am. And then I have your email as fredlogan56... I mean, 52 at gmail.com? Yes, ma'am. Three, four, five... And you saw it on this week's paycheck, right, this deduction? Yes, ma'am. This week coming up right here. All right. So more than likely you're gonna be active next Monday. Reason why I'm saying that is because on my system it's already showing that the enrollment itself was sent over to MAU. Oh. If you're already seeing a deduction, it will mean that more than likely Monday, September 7th, you'll be active. And then from that Monday, seventh, by the 11th will be when they send out those benefit cards. Okay. But if you hold onto any of them from previously when you had coverage with them last year... Let's see. I believe you might. Yeah. I still got them. ... still be able to use those. Okay. I still got them there. But I still want to... I still want to get a new one though, because they... It's going to automatic come to me either way though, right? Yes, sir. That is correct. If you needed the virtual copies of them sooner than they will get in the m-mail, you can give us a call either Wednesday or Thursday of next week. Because by then usually we have access to the digital copies of those benefit cards. Yes, ma'am. Thank you so much. Of course. Was there anything else that we can assist you with today? No, ma'am. All right, Mr. Logan. It was a pleasure. I hope you have a wonderful rest of your day. All right. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 000 Com. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. Um, my name is Fred... My name is Fred Logan, and I was taken off but, uh, I believe you were the one who put me back on last week, back on the, um, MAU plan, the dinner and all that plan. I was trying to figure out if I would just been put back on it last week, do it come into effect, because it came on my paycheck to due. Does it go straight into effect or do I gotta wait?

Speaker speaker_0: So with the policy activations, when you see the first deductions, following Monday of that deduction is when the policy becomes effective. If you would like, I can take a look at the status of the account.

Speaker speaker_1: Yes, ma'am. Oh, I thought I was going to get an email, you know, showing me, you know, the ropes and stuff. So that's good.

Speaker speaker_0: Unfortunately, with these PPO limited plans you should be the only type of email you get when a policy gets active is if there was any sort of virtual services that are attached to that specific plan. They will send an email for you to activate the account itself that will be connected to those virtual services. But let's see what your selections were. What are the last four of your social, Mr. Logan?

Speaker speaker_1: Um, four, six, nine, zero.

Speaker speaker_0: All right. And to make sure I have the right account in front of me, can you verify your mailing address for me, and the date of birth?

Speaker speaker_1: Yes, ma'am. Um, 200 Eunice Drive, Greenville, South Carolina, and my birthday is 3/6/80.

Speaker speaker_0: Can I have that down as an apartment number, K as in kite, number 8?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And the best contact is the same as you called on today, 864-561-04... I mean, 0240?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your email as fredlogan56... I mean, 52 at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Three, four, five... And you saw it on this week's paycheck, right, this deduction?

Speaker speaker_1: Yes, ma'am. This week coming up right here.

Speaker speaker_0: All right. So more than likely you're gonna be active next Monday. Reason why I'm saying that is because on my system it's already showing that the enrollment

itself was sent over to MAU.

Speaker speaker_1: Oh.

Speaker speaker_0: If you're already seeing a deduction, it will mean that more than likely Monday, September 7th, you'll be active. And then from that Monday, seventh, by the 11th will be when they send out those benefit cards.

Speaker speaker_1: Okay.

Speaker speaker_0: But if you hold onto any of them from previously when you had coverage with them last year... Let's see. I believe you might.

Speaker speaker_1: Yeah. I still got them.

Speaker speaker_0: ... still be able to use those.

Speaker speaker_1: Okay. I still got them there. But I still want to... I still want to get a new one though, because they... It's going to automatic come to me either way though, right?

Speaker speaker_0: Yes, sir. That is correct. If you needed the virtual copies of them sooner than they will get in the m- mail, you can give us a call either Wednesday or Thursday of next week. Because by then usually we have access to the digital copies of those benefit cards.

Speaker speaker_1: Yes, ma'am. Thank you so much.

Speaker speaker_0: Of course. Was there anything else that we can assist you with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right, Mr. Logan. It was a pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: All right. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.