

Transcript: Justin

Mills-4536157199712256-5486213226610688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, um, I was trying to, um, update my..... It says, it says I need to update my health coverage 'cause I work for MAU. It's I need it updated by the end of the month. Okay. Um, well, I do know that everything rolls over automatically unless you wanted to make changes to the coverage. Did you want to make changes to the coverage? Uh, no, I didn't want to make any changes. I, um, I think, I think I need to, to update my health, my health insurance, um, um, my health insurance in the card as well. Um, yeah. Let me try pulling your file and see what's going on. Uh, so MA, what's the last four of your Social? Last four of my Social is 6224. And your first and last name? Javious Burton. And for security purposes, could you verify your home address, including city, state and zip code? 245 Heaven Drive, 29673, South Carolina. And your date of birth? March 12th, 2005. And if your telephone number I have is 864-329-4279? Yes, sir. And the email I have is Bjavious2 at gmail? Yes, sir. Okay. So looking at the file, you are enrolled in the benefits offered through MAU. Um, you did become active in the 2025 benefits as of last Monday, the 6th. However, um, you stated you wanted to upgrade your medical plan. Is that correct? Oh, no, not upgrade. I just didn't know what was all in the card. Oh, okay. I didn't know if my health insurance..... as well. I didn't know. Okay. Um, so see. Now I do know that you... well, looking at your file, you are enrolled in a medical or the MBC, which covers preventative healthcare services, then you have group accident, and then dental and vision all for employee only. So you don't want to make changes to that? No, it's okay. Okay. So I'll go ahead and keep the same coverages for you, but is there anything else I can help you out with today? No, that's all. Awesome. Well, you have a wonderful weekend, okay? All right. Thank you. You're welcome. 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. This is Justin. How can I help you today?

Speaker speaker_2: Hey, um, I was trying to, um, update my..... It says, it says I need to update my health coverage 'cause I work for MAU. It's I need it updated by the end of the month.

Speaker speaker_1: Okay. Um, well, I do know that everything rolls over automatically unless you wanted to make changes to the coverage. Did you want to make changes to the coverage?

Speaker speaker_2: Uh, no, I didn't want to make any changes. I, um, I think, I think I need to, to update my health, my health insurance, um, um, my health insurance in the card as well.

Speaker speaker_1: Um, yeah. Let me try pulling your file and see what's going on. Uh, so MA, what's the last four of your Social?

Speaker speaker_2: Last four of my Social is 6224.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Javious Burton.

Speaker speaker_1: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_2: 245 Heaven Drive, 29673, South Carolina.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: March 12th, 2005.

Speaker speaker_1: And if your telephone number I have is 864-329-4279?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email I have is Bjavious2 at gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. So looking at the file, you are enrolled in the benefits offered through MAU. Um, you did become active in the 2025 benefits as of last Monday, the 6th. However, um, you stated you wanted to upgrade your medical plan. Is that correct?

Speaker speaker_2: Oh, no, not upgrade. I just didn't know what was all in the card.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: I didn't know if my health insurance..... as well. I didn't know.

Speaker speaker_1: Okay. Um, so see. Now I do know that you... well, looking at your file, you are enrolled in a medical or the MBC, which covers preventative healthcare services, then you have group accident, and then dental and vision all for employee only. So you don't want to make changes to that?

Speaker speaker_2: No, it's okay.

Speaker speaker_1: Okay. So I'll go ahead and keep the same coverages for you, but is there anything else I can help you out with today?

Speaker speaker_2: No, that's all.

Speaker speaker_1: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.