

Transcript: Justin

Mills-4939571515047936-5774602781278208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I'm calling concerning, um, uh, I believe it's, um, I might be missing an MAU. Okay. And I, I believe it's time for the enrollment. Um, I believe MAU's open enrollment starts next Monday, the 23rd and lasts until January 31st. However, I can pull your file for you to confirm that information. Okay. Okay, so MAU... What's the last four of your social? 76646. And what was your first and last name? Stanley Green. Okay. And for security purposes, could you verify the home address, including city, state and zip code, Stanley? Uh, home address is 222 Stonebury Court, Lexington, South Carolina. Um... I think it's South Carolina, and the zip code's 29072. And confirm your date of birth? 01/15/64. And a good telephone number have is 803-830-62652. Uh, it's 803-830-2652. Okay. E-mail I have is sog.green17@gmail. Yeah. Okay. So yes, sir, it looks like MAU starts their company open enrollment period next Monday, the 23rd and lasting until January 31st. So you can call next Monday and start- Okay. ... enrollment next Monday. Yeah. Make sure you just- And I wanted to add my wife. Uh, do you know whether she was added last time or not? Uh, y- can you see that? Um, so I'm only seeing employee-only coverage. Okay. All right. Thank you. So the money, I have to do it Monday? Yes, sir. You can call in on starting next Monday. Yes, sir. Oh, all right. Thank you. You're welcome. You have a great day, okay? You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, I'm calling concerning, um, uh, I believe it's, um, I might be missing an MAU.

Speaker speaker_1: Okay.

Speaker speaker_2: And I, I believe it's time for the enrollment.

Speaker speaker_1: Um, I believe MAU's open enrollment starts next Monday, the 23rd and lasts until January 31st. However, I can pull your file for you to confirm that information.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so MAU... What's the last four of your social?

Speaker speaker_2: 76646.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Stanley Green.

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

Speaker speaker_2: Uh, home address is 222 Stonebury Court, Lexington, South Carolina. Um... I think it's South Carolina, and the zip code's 29072.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 01/15/64.

Speaker speaker_1: And a good telephone number have is 803-830-62652.

Speaker speaker_2: Uh, it's 803-830-2652.

Speaker speaker_1: Okay. E-mail I have is sog.green17@gmail.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So yes, sir, it looks like MAU starts their company open enrollment period next Monday, the 23rd and lasting until January 31st. So you can call next Monday and start-

Speaker speaker_2: Okay.

Speaker speaker_1: ... enrollment next Monday.

Speaker speaker_2: Yeah.

Speaker speaker_1: Make sure you just-

Speaker speaker_2: And I wanted to add my wife. Uh, do you know whether she was added last time or not? Uh, y- can you see that?

Speaker speaker_1: Um, so I'm only seeing employee-only coverage.

Speaker speaker_2: Okay. All right. Thank you. So the money, I have to do it Monday?

Speaker speaker_1: Yes, sir. You can call in on starting next Monday. Yes, sir.

Speaker speaker_2: Oh, all right. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.