

Transcript: Justin

Mills-4972676400594944-5809253452398592

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? Hi. I'm calling to enroll. What's the staffing agency you work for? Uh, MAU. Last four of your Social? 7169. And what was your first and last name? Jakari Butler. And for security purposes, can you verify your home address, including city, state and zip code? 126- 1265 Creek Bend Drive, Rolltown, Georgia, 30813. And confirm your date of birth? 5/25/89. And a good telephone number have is 862-290-5695. Correct. And the email I have is jkbutler25@Yahoo.com. Yes. Okay, so looking at the file, it looks like you are currently enrolled under MEC Standalone, which is your medical plan, dental and critical illness for employee only. Did you want to make, uh, any changes to that or do you want to keep all of that? Uh, that is medical and dental? Correct. Uh... Yes, that's fine. Okay, so I'll go ahead and keep the same coverages for you. Is there anything else I could help you out with today? No, I was just enrolling so I won't miss it or stuff like we had like 17 days left. Yeah, so that text message you received was just a courtesy reminder from MAU letting you know that they- they were still in their company open enrollment period. So, you had the option to enroll, make changes or cancel benefits offered through them. However, since you were previously enrolled last year, everything did roll over automatically for this year. Okay. Um... Was there anything else I could help you out with today? Do we get a, uh, a card in the mail or anything like that? Because I don't believe I haven't received one. Yes, sir. So, you became active in the 2025 coverage as of last Monday the 6th, so you should be receiving the new physical ID cards within the next few days or sometime later this week. Okay, that's cool. All right. Is there anything else I could help you out with today? No, that was it. Awesome. Well, thank you for calling Benefits and Card. I hope you have a wonderful day, all right? You too. All right, 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. I'm calling to enroll.

Speaker speaker_1: What's the staffing agency you work for?

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: Last four of your Social?

Speaker speaker_2: 7169.

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

Speaker speaker_2: Jakari Butler.

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

Speaker speaker_2: 126- 1265 Creek Bend Drive, Rolltown, Georgia, 30813.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 5/25/'89.

Speaker speaker_1: And a good telephone number have is 862-290-5695.

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is jkbutler25@Yahoo.com.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so looking at the file, it looks like you are currently enrolled under MEC Standalone, which is your medical plan, dental and critical illness for employee only. Did you want to make, uh, any changes to that or do you want to keep all of that?

Speaker speaker_2: Uh, that is medical and dental?

Speaker speaker_1: Correct.

Speaker speaker_2: Uh... Yes, that's fine.

Speaker speaker_1: Okay, so I'll go ahead and keep the same coverages for you. Is there anything else I could help you out with today?

Speaker speaker_2: No, I was just enrolling so I won't miss it or stuff like we had like 17 days left.

Speaker speaker_1: Yeah, so that text message you received was just a courtesy reminder from MAU letting you know that they- they were still in their company open enrollment period. So, you had the option to enroll, make changes or cancel benefits offered through them. However, since you were previously enrolled last year, everything did roll over automatically for this year.

Speaker speaker_2: Okay. Um...

Speaker speaker_1: Was there anything else I could help you out with today?

Speaker speaker_2: Do we get a, uh, a card in the mail or anything like that? Because I don't believe I haven't received one.

Speaker speaker_1: Yes, sir. So, you became active in the 2025 coverage as of last Monday the 6th, so you should be receiving the new physical ID cards within the next few days or sometime later this week.

Speaker speaker_2: Okay, that's cool.

Speaker speaker_1: All right. Is there anything else I could help you out with today?

Speaker speaker_2: No, that was it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and Card. I hope you have a wonderful day, all right?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.