

## **Transcript: Justin**

**Mills-5868529600741376-5386815984156672**

### **Full Transcript**

You have a calling Benefits and a Card. This is Justin. How can I help you today? Um, hi. My name's Faith Lee, and, um, I applied for this health insurance through, um, my job. Mm-hmm. And I was wondering, um, when do the cards come or if there's, like, a online access? I'm a diabetic, so I'm running low on my meds, and I'm just trying to figure out when the, um, uh, when it's active and when, where are the cards, I, I guess, so I can actually go get my medicine? I totally understand. Um, what's that staffing agency you work for? MAU Workforce. And the last four of your social? 9079. And for security purposes, could you verify your home address, including city, state and zip code, Faith? Yes. It's 244 Old Knoxbridge Road, Fairplay, South Carolina, 29643. And your date of birth? 09-26-1998. And a good telephone number have is 864-791-0395. Yes. And the email I have is faithlee4142@Yahoo.com? Yes. Okay, so looking at the file, it looks like you are enrolled in the benefits offered through MAU. However, checking my calendar, um, we're still waiting for the first payroll deduction to come through from MAU. So once we receive that deduction, you'll become active, and then cards will be issued out from there. So if anything- Oh. ... waiting for MAU to start deducting on you. Okay, maybe that's what that paperwork said, something about the second paycheck, not the first one. Okay. Okay, maybe, that makes sense. Okay. Is there anything else I can assist you with today, Faith? No, thank... Um, so it will come in the mail? Yes, once that deduction is received. Okay. Thank you so much. You're welcome. You have a great day, okay? You too. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: You have a calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Um, hi. My name's Faith Lee, and, um, I applied for this health insurance through, um, my job.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And I was wondering, um, when do the cards come or if there's, like, a online access? I'm a diabetic, so I'm running low on my meds, and I'm just trying to figure out when the, um, uh, when it's active and when, where are the cards, I, I guess, so I can actually go get my medicine?

Speaker speaker\_0: I totally understand. Um, what's that staffing agency you work for?

Speaker speaker\_1: MAU Workforce.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 9079.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code, Faith?

Speaker speaker\_1: Yes. It's 244 Old Knoxbridge Road, Fairplay, South Carolina, 29643.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 09-26-1998.

Speaker speaker\_0: And a good telephone number have is 864-791-0395.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is faithlee4142@Yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so looking at the file, it looks like you are enrolled in the benefits offered through MAU. However, checking my calendar, um, we're still waiting for the first payroll deduction to come through from MAU. So once we receive that deduction, you'll become active, and then cards will be issued out from there. So if anything-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... waiting for MAU to start deducting on you.

Speaker speaker\_1: Okay, maybe that's what that paperwork said, something about the second paycheck, not the first one. Okay. Okay, maybe, that makes sense. Okay.

Speaker speaker\_0: Is there anything else I can assist you with today, Faith?

Speaker speaker\_1: No, thank... Um, so it will come in the mail?

Speaker speaker\_0: Yes, once that deduction is received.

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye-bye.