

Transcript: Justin

Mills-6066541602226176-5507400026505216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. Uh, my name is Colin. Uh, I recently registered for Benefits on a Card through my employer, and I haven't received anything like a user ID or anything to check. I was told that, um, I might be able to have some identification that says I'm covered by this. Yeah, let me check on that for you. What's the staffing agency you work for? MAU Workforce Solutions. And the last four of your Social? 6215. And for security purposes, can you verify the home address, including city, state and zip code, Colin? 7901 North Oconterro, Niles, Illinois, uh, 60714. And your date of birth? 5/15/1988. And a good telephone number have is 847-644-2151. That's correct. And the email I have is your first dot your last name at Gmail? That's correct. Okay. Um, so looking at the file, it looks like you are currently enrolled in the benefits offered through MAU. However, checking the calendar, we're still waiting on 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. Once I have that, I can call and make sure the right stuff is covered, right? The, do prescriptions Um, correct. Yes, sir. Um, because right now there's no policy information to give out, due to the fact that we haven't received that first deduction from MAU just yet. Okay. I'll let them know. Thank you so much. You're welcome. You have a great day, okay? You too. Bye. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, Justin. Uh, my name is Colin. Uh, I recently registered for Benefits on a Card through my employer, and I haven't received anything like a user ID or anything to check. I was told that, um, I might be able to have some identification that says I'm covered by this.

Speaker speaker_1: Yeah, let me check on that for you. What's the staffing agency you work for?

Speaker speaker_2: MAU Workforce Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6215.

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

Speaker speaker_2: 7901 North Oconterro, Niles, Illinois, uh, 60714.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 5/15/1988.

Speaker speaker_1: And a good telephone number have is 847-644-2151.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is your first dot your last name at Gmail?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Um, so looking at the file, it looks like you are currently enrolled in the benefits offered through MAU. However, checking the calendar, we're still waiting on 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.

Speaker speaker_2: Once I have that, I can call and make sure the right stuff is covered, right? The, do prescriptions

Speaker speaker_3: Um, correct. Yes, sir. Um, because right now there's no policy information to give out, due to the fact that we haven't received that first deduction from MAU just yet.

Speaker speaker_2: Okay. I'll let them know. Thank you so much.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: All right. Bye-bye.