

Transcript: Justin

Mills-6363914642079744-5772698045071360

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? Um, yes, my name is Willis May. I work for MAU, uh, Mission Plant in Lexington, South Carolina. And I'm calling because I'm, I'm trying to figure out when, uh, open enrollment is. Um, yeah, let me check on that. You said MAU? Yes, sir. All right, let's see. MAU... Bear with me one second. Here, do you mind if I place you on a brief hold for a second? No, sir. That's all right with you. Okay. Hello, are you still there? Yes, this is him. Awesome. Thank you so much for holding. So, it looks like MAU will have their open enrollment from December 23rd to January 31st. Hold on. Let me write this down. MAU will have it December 23rd...? Yes, sir, through the 31st. Through January 31st. My apologies. 31st. Okay, then. Thank you, sir. You're welcome. You have a great day, okay? You do the same. 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: Um, yes, my name is Willis May. I work for MAU, uh, Mission Plant in Lexington, South Carolina. And I'm calling because I'm, I'm trying to figure out when, uh, open enrollment is.

Speaker speaker_1: Um, yeah, let me check on that. You said MAU?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right, let's see. MAU... Bear with me one second. Here, do you mind if I place you on a brief hold for a second?

Speaker speaker_2: No, sir. That's all right with you.

Speaker speaker_1: Okay. Hello, are you still there?

Speaker speaker_2: Yes, this is him.

Speaker speaker_1: Awesome. Thank you so much for holding. So, it looks like MAU will have their open enrollment from December 23rd to January 31st.

Speaker speaker_2: Hold on. Let me write this down. MAU will have it December 23rd...?

Speaker speaker_1: Yes, sir, through the 31st. Through January 31st. My apologies.

Speaker speaker_2: 31st. Okay, then. Thank you, sir.

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

Speaker speaker_2: You do the same.

Speaker speaker_1: All right, bye-bye.