

Transcript: Justin

Mills-6460085466349568-4748773531107328

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? Uh, yes, I was just wanted to activate my card. Benefits card or a pay card? Uh, it's, um... Well, uh, I wanna make sure it's the right thing here. It's, uh... Is it, uh, through, um, MAU, which is a, a, um, attempt to hire company through GE? Where I'm working at GE? Uh, it's- I'm not sure if it's... They didn't give us a lot of information, I'm sorry. But I think it is the card. No worries. Excuse me? Yeah, um, us at Benefits and a Card, we're the benefit administrators for MAU, so we deal with their health insurance. However, if you received an ID card, you should already be active in the coverage, but I can pull your file for you. Oh, okay. Could you please just make sure I'm active, sir, please? Yeah. What's the last four of your social? Uh, 6093. And what was your first and last name again? I'm sorry. David Kelly. And for security purposes, can you verify your home address, including city, state and zip code, Mr. Kelly? 757 Kingswood Valley Dr., uh, excuse me. Kingswood Valley Drive, Moore, South Carolina 29369. And your date of birth? 11/1/62. And a good telephone number I have is 597-9631. That's correct. And the email I have is dkelly2123@bellsoft.net. That's right. Okay, so yes, sir. So looking at the calendar, it looks like you are currently active in the coverage for this week. Okay. You became active in the 2025 coverage as of last Monday, the 6th. Okay, that's great. That's great. Okay, I was just confirming and just, um, you know, I'm- I've- I've been em- only with them about a month and, uh, I was just confirming everything. They sent me something, like a text. I didn't know if it was just to make changes, but it said, "You, you have 17 days to make changes." And I was just confirming that I had, um, the, uh, coverage for me and my spouse. Yes, sir. Um, so that text message was just a courtesy reminder sent to all of the MAU employees regarding open enrollment. Um, you get 17 days- Okay, that's great. ... with enrollment. But you are currently active in benefits for employee plus spouse. Yes, sir. Okay, thank you. And what's your name, sir? My name is Justin. Okay, Justin. I appreciate it. Thank you. You're welcome. Have a great day, okay? All right. Bye-bye. You too. Yes, sir. 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: Uh, yes, I was just wanted to activate my card.

Speaker speaker_1: Benefits card or a pay card?

Speaker speaker_2: Uh, it's, um... Well, uh, I wanna make sure it's the right thing here. It's, uh... Is it, uh, through, um, MAU, which is a, a, um, attempt to hire company through GE? Where I'm working at GE? Uh, it's- I'm not sure if it's... They didn't give us a lot of information, I'm sorry. But I think it is the card.

Speaker speaker_1: No worries.

Speaker speaker_2: Excuse me?

Speaker speaker_1: Yeah, um, us at Benefits and a Card, we're the benefit administrators for MAU, so we deal with their health insurance. However, if you received an ID card, you should already be active in the coverage, but I can pull your file for you.

Speaker speaker_2: Oh, okay. Could you please just make sure I'm active, sir, please?

Speaker speaker_1: Yeah. What's the last four of your social?

Speaker speaker_2: Uh, 6093.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: David Kelly.

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

Speaker speaker_2: 757 Kingswood Valley Dr., uh, excuse me. Kingswood Valley Drive, Moore, South Carolina 29369.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/1/62.

Speaker speaker_1: And a good telephone number I have is 597-9631.

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is dkelly2123@bellsouth.net.

Speaker speaker_2: That's right.

Speaker speaker_1: Okay, so yes, sir. So looking at the calendar, it looks like you are currently active in the coverage for this week.

Speaker speaker_2: Okay.

Speaker speaker_1: You became active in the 2025 coverage as of last Monday, the 6th.

Speaker speaker_2: Okay, that's great. That's great. Okay, I was just confirming and just, um, you know, I'm- I've- I've been em- only with them about a month and, uh, I was just confirming everything. They sent me something, like a text. I didn't know if it was just to make changes, but it said, "You, you have 17 days to make changes." And I was just confirming that I had,

um, the, uh, coverage for me and my spouse.

Speaker speaker_1: Yes, sir. Um, so that text message was just a courtesy reminder sent to all of the MAU employees regarding open enrollment. Um, you get 17 days-

Speaker speaker_2: Okay, that's great.

Speaker speaker_1: ... with enrollment. But you are currently active in benefits for employee plus spouse. Yes, sir.

Speaker speaker_2: Okay, thank you. And what's your name, sir?

Speaker speaker_1: My name is Justin.

Speaker speaker_2: Okay, Justin. I appreciate it. Thank you.

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

Speaker speaker_2: All right. Bye-bye. You too. Yes, sir.

Speaker speaker_1: Bye-bye.