Transcript: Pamela Blanc-5220264218247168-5747892561952768

Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. Uh, this is Samuel Mosley. I hope you're doing well today. Yes, sir. That's fine. Wonder-wonderful. Um, I was wondering, um, if it is possible... You see, I've been employed with MAU for nearly a month now. I'm at my third week's end here. Um, I was wondering if there was, uh, any way to make any kind of, uh, alterations to my current benefits plan with you guys. Who you say you work for, sir? Um, I work for, uh, I work for MAU, which is a hiring firm. But I work at Renye America. May I have the last four digits of the Social so I can pull up your file? Yes, ma'am. That is 4564. Your first and last name? Samuel Mosley. Mr. Mosley, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Okay. The complete address is 660 Piedmont Road, The Rock, Georgia 30285 and my date of birth is 06/17/1998. Thank you for the information. Yeah. We have a telephone number on file, 706-427-3973 and- Mm-hmm. ... the email is garrmos7 at gmail.com. That is correct. And what would you like to change? I would like to, uh... I would like to go ahead and enroll in the Stay Healthy plan, uh, along with the current basic plan that I have. Okay. And this will be for you and the family? This will be for me and my daughter and wife. Yes, ma'am. One second. So you're paying right now 69, um, with 30 cents. Adding the Stay Healthy for you and the family is $85.69. That will be in your premium. Yes, ma'am. That's completely fine with me. All right. So these new benefits will start the following Monday after we receive the first payment from your employer. Then your ID card will be authorized to generate in the system and you will receive it within seven to ten days. You'll ... Probably will receive it closely with the one that you're expecting. Um, is there anything else I can do for you, sir? Uh, no, ma'am. That was all I wanted to do. Um, now, whenever you say the, uh, first Monday after you receive payment from the company that I work for, um, do you mean, uh... Oh, you're talking about MAU? Yeah. Whenever they, uh... Whenever they send you payment? Yes, sir. Okay, wonderful. Any idea would that... when that would be, if you can disclo- if you can disclose it to me? Um, we don't have access to your payroll, so we send this information to MAU. Most likely, they do it next week. If they do it next week, then on the 24th your benefit will be active, but I cannot assure you that though. Oh, okay. That's fine. I just wanted to get a good idea of it. I appreciate it very much. All right. Thank you for giving us a call. Have a great weekend, sir. You as well. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. Uh, this is Samuel Mosley. I hope you're doing well today.

Speaker speaker_0: Yes, sir. That's fine.

Speaker speaker_1: Wonder- wonderful. Um, I was wondering, um, if it is possible... You see, I've been employed with MAU for nearly a month now. I'm at my third week's end here. Um, I was wondering if there was, uh, any way to make any kind of, uh, alterations to my current benefits plan with you guys.

Speaker speaker_0: Who you say you work for, sir?

Speaker speaker_1: Um, I work for, uh, I work for MAU, which is a hiring firm. But I work at Renye America.

Speaker speaker_0: May I have the last four digits of the Social so I can pull up your file?

Speaker speaker_1: Yes, ma'am. That is 4564.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Samuel Mosley.

Speaker speaker_0: Mr. Mosley, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: Okay. The complete address is 660 Piedmont Road, The Rock, Georgia 30285 and my date of birth is 06/17/1998.

Speaker speaker_0: Thank you for the information.

Speaker speaker_1: Yeah.

Speaker speaker_0: We have a telephone number on file, 706-427-3973 and-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the email is garrmos7 at gmail.com.

Speaker speaker_1: That is correct.

Speaker speaker_0: And what would you like to change?

Speaker speaker_1: I would like to, uh... I would like to go ahead and enroll in the Stay Healthy plan, uh, along with the current basic plan that I have.

Speaker speaker_0: Okay. And this will be for you and the family?

Speaker speaker_1: This will be for me and my daughter and wife. Yes, ma'am.

Speaker speaker_0: One second. So you're paying right now 69, um, with 30 cents. Adding the Stay Healthy for you and the family is $85.69. That will be in your premium.

Speaker speaker_1: Yes, ma'am. That's completely fine with me.

Speaker speaker_0: All right. So these new benefits will start the following Monday after we receive the first payment from your employer. Then your ID card will be authorized to generate in the system and you will receive it within seven to ten days. You'll ... Probably will receive it closely with the one that you're expecting. Um, is there anything else I can do for you, sir?

Speaker speaker_1: Uh, no, ma'am. That was all I wanted to do. Um, now, whenever you say the, uh, first Monday after you receive payment from the company that I work for, um, do you mean, uh... Oh, you're talking about MAU?

Speaker speaker_0: Yeah.

Speaker speaker_1: Whenever they, uh... Whenever they send you payment?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay, wonderful. Any idea would that... when that would be, if you can disclo- if you can disclose it to me?

Speaker speaker_0: Um, we don't have access to your payroll, so we send this information to MAU. Most likely, they do it next week. If they do it next week, then on the 24th your benefit will be active, but I cannot assure you that though.

Speaker speaker_1: Oh, okay. That's fine. I just wanted to get a good idea of it. I appreciate it very much.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great weekend, sir.

Speaker speaker_1: You as well. Thank you. Bye.