

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Uh, hello. Uh, my name is Aidan Reese, and I'm calling to ask about, uh, enrolling in some benefits with MAU. Um, I'm trying... I need some help filling out an enrollment form, if that's what I can do here. Yes. Yes, I will be able to assist you with that. May I have the last four digits of your Social? Uh, yes. Uh, last bit of Social is, uh, 1731. And first and last name, sir? Aidan Reese. Uh, A-I-D-A-N, Reese with a C. Thank you, Mr. Reese. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. Uh, address, 7920 Cochran Mill Road in Chattahoochee Hills, Georgia, but it sometimes says Palmetto, so either works, and the ZIP code is 30268. And what was the date of birth, sir? I'm sorry. Oh, uh, sorry about that. Uh, February 23rd, 1995. Thank you for the information. We have a telephone number on file, 678-416-8298, and your email is aidanreese95@gmail.com. That's correct. Okay. All right. So, have you seen the benefit guide? Do you have an idea in what you would like to enroll? Uh, I've, I've gone over it briefly in the... when I was first hired on to MAU, uh, about, uh, I think two-something weeks ago now. But I've just had a really awkward schedule. I haven't really had time to sit down and go through it yet. Uh, but yeah, uh, I've, I've got a copy of an older enrollment form that I got a physical copy of from the office in town. Oh, okay. So... Uh, and I've, I've got an idea of what to check off, uh, for as far as, uh, electing for different coverages goes. Okay. Um, but, uh, if that'd be not too much trouble, would you guys resend that email, or would you guys send a text form? Uh, because I'm, I'm questioning if- I can send you a, a complete guide with all the- Okay. ... benefits and everything that they offer. You'll still have until, let me see, until the 30th of this month to enroll in the benefit. Okay. And so I will go ahead and send you that, um, the benefit guide. It will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Just so you just know, um, every amount that you're going to see under each plan, that's the, that's the amount that the insurance is going to cover. These are not- Okay. ... insurance, so that, that will be the amount that the insurance is going to cover. Just keep in mind that you need to give us a call by the 30th to enroll, or you could do it online as well. You will find the, the link on the benefit guide if you decide to do it online. Okay. Gotcha. Okay. And so just... Now, I'm, I'm pretty sure I have this understood, but this is a, not so much coverage, but more so limited benefits, right? Yes, sir. Yes, sir. Okay. Good deal. Just making sure. No problem. Anything else I could do for you, sir? Uh, no, not at this moment. Uh... Okay. I think just- So- ... the extra information was the main part. Uh- Okay. Thank you very much. And you said your name was? Pamela. Pamela? Okay. Yes, sir. You have yourself a great day and a great evening, if it's almost over, and- Yes. Oh. Thank you. I, I still need to go to bed and do laundry. So best of luck to ya. So we have midday and 3:00 PM Eastern time, okay? Well, I just hope you guys are ha- uh, in a... You said you're Eastern or not Eastern

time? Eastern time, yeah. Okay. Okay, so you're on Eastern time too. Okay. All right. So I'm not crazy. Good. So you have yourself a good evening then. Mm-hmm. All right. All right. Thank you. Buh-bye. All right. Bye.

Conversation Format

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

Speaker speaker_1: Uh, hello. Uh, my name is Aidan Reese, and I'm calling to ask about, uh, enrolling in some benefits with MAU. Um, I'm trying... I need some help filling out an enrollment form, if that's what I can do here.

Speaker speaker_0: Yes. Yes, I will be able to assist you with that. May I have the last four digits of your Social?

Speaker speaker_1: Uh, yes. Uh, last bit of Social is, uh, 1731.

Speaker speaker_0: And first and last name, sir?

Speaker speaker_1: Aidan Reese. Uh, A-I-D-A-N, Reese with a C.

Speaker speaker_0: Thank you, Mr. Reese. For security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: Yeah. Uh, address, 7920 Cochran Mill Road in Chattahoochee Hills, Georgia, but it sometimes says Palmetto, so either works, and the ZIP code is 30268.

Speaker speaker_0: And what was the date of birth, sir? I'm sorry.

Speaker speaker_1: Oh, uh, sorry about that. Uh, February 23rd, 1995.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 678-416-8298, and your email is aidanreese95@gmail.com.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. All right. So, have you seen the benefit guide? Do you have an idea in what you would like to enroll?

Speaker speaker_1: Uh, I've, I've gone over it briefly in the... when I was first hired on to MAU, uh, about, uh, I think two-something weeks ago now. But I've just had a really awkward schedule. I haven't really had time to sit down and go through it yet. Uh, but yeah, uh, I've, I've got a copy of an older enrollment form that I got a physical copy of from the office in town.

Speaker speaker_0: Oh, okay. So...

Speaker speaker_1: Uh, and I've, I've got an idea of what to check off, uh, for as far as, uh, electing for different coverages goes.

Speaker speaker_0: Okay.

Speaker speaker_1: Um, but, uh, if that'd be not too much trouble, would you guys resend that email, or would you guys send a text form? Uh, because I'm, I'm questioning if-

Speaker speaker_0: I can send you a, a complete guide with all the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... benefits and everything that they offer. You'll still have until, let me see, until the 30th of this month to enroll in the benefit.

Speaker speaker_1: Okay.

Speaker speaker_0: And so I will go ahead and send you that, um, the benefit guide. It will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Just so you just know, um, every amount that you're going to see under each plan, that's the, that's the amount that the insurance is going to cover. These are not-

Speaker speaker_1: Okay.

Speaker speaker_0: ... insurance, so that, that will be the amount that the insurance is going to cover. Just keep in mind that you need to give us a call by the 30th to enroll, or you could do it online as well. You will find the, the link on the benefit guide if you decide to do it online.

Speaker speaker_1: Okay. Gotcha.

Speaker speaker_0: Okay.

Speaker speaker_1: And so just... Now, I'm, I'm pretty sure I have this understood, but this is a, not so much coverage, but more so limited benefits, right?

Speaker speaker_0: Yes, sir. Yes, sir.

Speaker speaker_1: Okay. Good deal. Just making sure.

Speaker speaker_0: No problem. Anything else I could do for you, sir?

Speaker speaker_1: Uh, no, not at this moment. Uh...

Speaker speaker_0: Okay.

Speaker speaker_1: I think just-

Speaker speaker_0: So-

Speaker speaker_1: ... the extra information was the main part. Uh-

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you very much. And you said your name was?

Speaker speaker_0: Pamela.

Speaker speaker_1: Pamela? Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: You have yourself a great day and a great evening, if it's almost over, and-

Speaker speaker_0: Yes .

Speaker speaker_1: Oh.

Speaker speaker_0: Thank you.

Speaker speaker_1: I, I still need to go to bed and do laundry. So best of luck to ya.

Speaker speaker_0: So we have midday and 3:00 PM Eastern time, okay?

Speaker speaker_1: Well, I just hope you guys are ha- uh, in a... You said you're Eastern or not Eastern time?

Speaker speaker_0: Eastern time, yeah.

Speaker speaker_1: Okay. Okay, so you're on Eastern time too. Okay. All right. So I'm not crazy. Good. So you have yourself a good evening then.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right.

Speaker speaker_0: All right. Thank you. Buh-bye.

Speaker speaker_1: All right. Bye.