

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl f■■ ■■■. Who do I have the pleasure of speaking with? Goldie Dean. And how can I assist you? Yes, I would like to, um... I wanted to see if I could add dental, my dental plan on my account. Okay. What's the name of the staffing agency you work for? Um, MAU. And the last four digits of your social? It's, uh, 3466. All righty. And I'm sorry, what's your name? Goldie Dean. Goldie Dean. Okay. If you can confirm your address and date of birth. 11/2/74. And your address? 163 Hendricks Road. But I, but I've, I moved from that address. Okay. What's the city and state there? And we'll update it. Newberry, South Carolina 29108. All right. And what's the new address? It's 215 Clark Street, Wickham, South Carolina. Okay. And I have your phone number at 924-7552. Okay. The new, new phone number also is 768-9411. Okay. And I have your email address as goldiedean46@gmail.com. Yes, ma'am. Okay. And did... Have you stopped working with MAU at any time, or you've been working with them since last year? I've been working, working with them since last year. 801th Assembly. Okay. So there's only two time frames when you can enroll in cov- enroll in coverage and add anything on. It's during the first 30 days of receiving your first paycheck or during company open enrollment, which it is neither times right now so you would have to wait. Wait? Unless you... You'd have to wait. Um, company open enrollment for your agency... Give me one moment and I'll confirm that for you. MAU's open enrollment is around the end of December. Oh, man. All right. All right. Thank you. No problem. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl f■■ ■■■. Who do I have the pleasure of speaking with?

Speaker speaker_1: Goldie Dean.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I would like to, um... I wanted to see if I could add dental, my dental plan on my account.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Um, MAU.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: It's, uh, 3466.

Speaker speaker_0: All righty. And I'm sorry, what's your name?

Speaker speaker_1: Goldie Dean.

Speaker speaker_0: Goldie Dean. Okay. If you can confirm your address and date of birth.

Speaker speaker_1: 11/2/74.

Speaker speaker_0: And your address?

Speaker speaker_1: 163 Hendricks Road. But I, but I've, I moved from that address.

Speaker speaker_0: Okay. What's the city and state there? And we'll update it.

Speaker speaker_1: Newberry, South Carolina 29108.

Speaker speaker_0: All right. And what's the new address?

Speaker speaker_1: It's 215 Clark Street, Wickham, South Carolina.

Speaker speaker_0: Okay. And I have your phone number at 924-7552.

Speaker speaker_1: Okay. The new, new phone number also is 768-9411.

Speaker speaker_0: Okay. And I have your email address as goldiedean46@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And did... Have you stopped working with MAU at any time, or you've been working with them since last year?

Speaker speaker_1: I've been working, working with them since last year. 801th Assembly.

Speaker speaker_0: Okay. So there's only two time frames when you can enroll in cov- enroll in coverage and add anything on. It's during the first 30 days of receiving your first paycheck or during company open enrollment, which it is neither times right now so you would have to wait.

Speaker speaker_1: Wait?

Speaker speaker_0: Unless you... You'd have to wait. Um, company open enrollment for your agency... Give me one moment and I'll confirm that for you. MAU's open enrollment is around the end of December.

Speaker speaker_1: Oh, man. All right. All right. Thank you.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.