

## **Transcript: Pearl**

**Rojas-5913172069105664-5993216409911296**

### **Full Transcript**

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... You're speaking with. Um, hi. My name's Kyle Smith. And how can I assist you? Um, I was just trying to look into my benefits. I'm a employee with MAU Workforce Solutions. All righty. And what is the last four digits of your Social? Uh, 4660. All righty. I need you to confirm your address and date of birth. Uh, it's 115 Leland Court, Greenwood, South Carolina, 29649. Okay. Did you move or give a different address to the staffing agency? Um, I might have. It, it might be, uh, 518 Stonewood Drive, Greenwood, South Carolina. Same zip code. Okay. And you said the new address is 115 Leland Court? Well, actually, um, both of those are my address. I mean, if you just wanna keep it as 518. I get mail at both of those places. Okay. And can you repeat your date of birth for me? It's, uh, 4/18/91. And I have your phone number as 238-5180. Yes, ma'am. And I have your email address as kylef41891@Yahoo.com? Yes, ma'am. Okay. So I currently have you enrolled in Insure Plus Basics, which is your medical, dental, short-term disability, term life, which is your life insurance, vision, critical illness, group accident, MEC standalone, which is preventative health, and then behavioral and mental health. Um, you are enrolled but the deductions haven't began, so your coverage isn't active. Okay. Um, actually, so I was looking at my pay stub today, and it does show deductions for that. That's why it shows... And this is the first deduction you're seeing? Um, I, well, this is, like, my first, uh, full-time paycheck. Okay. So it could be that we haven't received it yet. That's why it's not showing in the system. Um, if we receive it on Monday, your coverage will become active. And then, uh, you'll recei- you should receive your cards by the end of the week. But we do have to receive that deduction first. Oh, okay. I was just wanting to make sure, um, just 'cause I hadn't seen anything in the mail, uh, for my card or anything. But, um, wha- what it might be is I have Chime, so I get paid a little bit early. So yeah, that, that makes sense. Okay. Did you have any other questions, sir? Uh, no, ma'am. Uh, actually, I tried to log into the portal, and I just, uh... Is there... Do I need to ask for, uh, my, uh, representative at my job about getting that done? 'Cause it, I don't, I don't think I remember the username and password. For, um, which portal? Are you going to, like, mybiac.com/mau? Yes, ma'am. Okay, so it's there. When you go there, you'll click on where it says, um, "Enroll/Decline Coverage" and register there. Oh, okay. Okay. Thank you so much. I appreciate the information. Oh, no problem. Thank you so much for calling. You have a great day. You as well. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl ... You're speaking with.

Speaker speaker\_1: Um, hi. My name's Kyle Smith.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I was just trying to look into my benefits. I'm a employee with MAU Workforce Solutions.

Speaker speaker\_0: All righty. And what is the last four digits of your Social?

Speaker speaker\_1: Uh, 4660.

Speaker speaker\_0: All righty. I need you to confirm your address and date of birth.

Speaker speaker\_1: Uh, it's 115 Leland Court, Greenwood, South Carolina, 29649.

Speaker speaker\_0: Okay. Did you move or give a different address to the staffing agency?

Speaker speaker\_1: Um, I might have. It, it might be, uh, 518 Stonewood Drive, Greenwood, South Carolina. Same zip code.

Speaker speaker\_0: Okay. And you said the new address is 115 Leland Court?

Speaker speaker\_1: Well, actually, um, both of those are my address. I mean, if you just wanna keep it as 518. I get mail at both of those places.

Speaker speaker\_0: Okay. And can you repeat your date of birth for me?

Speaker speaker\_1: It's, uh, 4/18/91.

Speaker speaker\_0: And I have your phone number as 238-5180.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And I have your email address as kylef41891@Yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So I currently have you enrolled in Insure Plus Basics, which is your medical, dental, short-term disability, term life, which is your life insurance, vision, critical illness, group accident, MEC standalone, which is preventative health, and then behavioral and mental health. Um, you are enrolled but the deductions haven't began, so your coverage isn't active.

Speaker speaker\_1: Okay. Um, actually, so I was looking at my pay stub today, and it does show deductions for that.

Speaker speaker\_0: That's why it shows... And this is the first deduction you're seeing?

Speaker speaker\_1: Um, I, well, this is, like, my first, uh, full-time paycheck.

Speaker speaker\_0: Okay. So it could be that we haven't received it yet. That's why it's not showing in the system. Um, if we receive it on Monday, your coverage will become active. And then, uh, you'll recei- you should receive your cards by the end of the week. But we do have to receive that deduction first.

Speaker speaker\_1: Oh, okay. I was just wanting to make sure, um, just 'cause I hadn't seen anything in the mail, uh, for my card or anything. But, um, wha- what it might be is I have Chime, so I get paid a little bit early. So yeah, that, that makes sense.

Speaker speaker\_0: Okay. Did you have any other questions, sir?

Speaker speaker\_1: Uh, no, ma'am. Uh, actually, I tried to log into the portal, and I just, uh... Is there... Do I need to ask for, uh, my, uh, representative at my job about getting that done? 'Cause it, I don't, I don't think I remember the username and password.

Speaker speaker\_0: For, um, which portal? Are you going to, like, mybiac.com/mau?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, so it's there. When you go there, you'll click on where it says, um, "Enroll/Decline Coverage" and register there.

Speaker speaker\_1: Oh, okay. Okay. Thank you so much. I appreciate the information.

Speaker speaker\_0: Oh, no problem. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You as well. Bye-bye.