

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi. My name is Kimberly Sharp. How can I assist you, Ms. Sharp? Um, I work with MAU. I guess I got a message saying I had to, um, call and like sign up to get this benefit or something? Yeah. So, at MAU right now it's in company open enrollment. It's the time where you can enroll in coverage, um, and for certain plans, cancel them. The plans are all separate, dental, vision, medical. All of them are separate. The price depends on how many plans you choose and who you choose to cover, and it's something that they take from your check every week. Okay. I don't know if they already... I think they might already be taking it from my check. I... Are you able to look? I definitely am. You said you're working with MAU? Yes. And what are the last four digits of your social? Of my social? Social, yes. Oh. 3679. Okay. Give me one moment. All righty, and so you can confirm your address and date of birth? It's 9 Lexington Avenue, Florence, Kentucky, 41042. 10/21/77. 10/21? 77. Yeah. Yes. I have a different date of birth on file. Can you provide me with your full social so I can update that? Um, it's 273-74-3679. All righty. And I have your phone number as 859-916-0013. Correct. And I have your email address as ksharp1021@gmail.com? Correct. All righty. So, yes, I have you down for group accidents, dental, short-term disability, critical illness, term life, which is the life insurance, vision, identity theft protection, and your MSE Enhance, which is medical and preventative health, all for employee plus family. Oh, okay. So, um, is, is there any way that I can get like a print out of who all's on that insurance card? Like is there any way like you can email that to me? Like you want to know who's covered? Yeah. Um, I'm... There's not a way for me to email 'em, email it to you, but I can tell you who's covered, who we have. I'm gonna need it for, uh, just to prove that I have insurance on my kids to everybody. Is there any way that like... To prove it like that? Oh, yeah. Of course. I can send you a letter of coverage and that's gonna show your current coverage and, um, what, what plan you have. Okay. But will it say like... Will it have who all's on there? I believe so. Okay. So, like, do you have to send it in the mail or are you able to do it over email? Yep. I can email to you. It will take 24 to 48 hours, but I can definitely get that sent to you. Okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. All right. Thank you. Mm, bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi. My name is Kimberly Sharp.

Speaker speaker_0: How can I assist you, Ms. Sharp?

Speaker speaker_1: Um, I work with MAU. I guess I got a message saying I had to, um, call and like sign up to get this benefit or something?

Speaker speaker_0: Yeah. So, at MAU right now it's in company open enrollment. It's the time where you can enroll in coverage, um, and for certain plans, cancel them. The plans are all separate, dental, vision, medical. All of them are separate. The price depends on how many plans you choose and who you choose to cover, and it's something that they take from your check every week.

Speaker speaker_1: Okay. I don't know if they already... I think they might already be taking it from my check. I... Are you able to look?

Speaker speaker_0: I definitely am. You said you're working with MAU?

Speaker speaker_1: Yes.

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

Speaker speaker_1: Of my social?

Speaker speaker_0: Social, yes.

Speaker speaker_1: Oh. 3679.

Speaker speaker_0: Okay. Give me one moment. All righty, and so you can confirm your address and date of birth?

Speaker speaker_1: It's 9 Lexington Avenue, Florence, Kentucky, 41042. 10/21/77.

Speaker speaker_0: 10/21?

Speaker speaker_1: 77. Yeah.

Speaker speaker_0: Yes. I have a different date of birth on file. Can you provide me with your full social so I can update that?

Speaker speaker_1: Um, it's 273-74-3679.

Speaker speaker_0: All righty. And I have your phone number as 859-916-0013.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as ksharp1021@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. So, yes, I have you down for group accidents, dental, short-term disability, critical illness, term life, which is the life insurance, vision, identity theft protection, and your MSE Enhance, which is medical and preventative health, all for employee plus family.

Speaker speaker_1: Oh, okay. So, um, is, is there any way that I can get like a print out of who all's on that insurance card? Like is there any way like you can email that to me?

Speaker speaker_0: Like you want to know who's covered?

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, I'm... There's not a way for me to email 'em, email it to you, but I can tell you who's covered, who we have.

Speaker speaker_1: I'm gonna need it for, uh, just to prove that I have insurance on my kids to everybody. Is there any way that like... To prove it like that?

Speaker speaker_0: Oh, yeah. Of course. I can send you a letter of coverage and that's gonna show your current coverage and, um, what, what plan you have.

Speaker speaker_1: Okay. But will it say like... Will it have who all's on there?

Speaker speaker_0: I believe so.

Speaker speaker_1: Okay. So, like, do you have to send it in the mail or are you able to do it over email?

Speaker speaker_0: Yep. I can email to you. It will take 24 to 48 hours, but I can definitely get that sent to you.

Speaker speaker_1: Okay. Thank you so much.

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

Speaker speaker_1: All right. Thank you. Mm, bye.

Speaker speaker_0: Bye.