

## Transcript: Pearl

**Rojas-6526363483291648-4652475015020544**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell am I speaking with? Um, Janaria Bennett. And how can I assist you? Um, my husband works at MAU, and he uses benefits through you guys and, um, he had spousal paperwork that he needs to turn in and he wasn't sure if he turned it in in time because he's been working nonstop so he's just not got time to do it. And he was trying to check to see if he turned it in on time. Okay, um, and you said he said he was trying to turn in a spousal paperwork? Yeah. What's the name of that company he works for? Um, MAU. Like you said, MAU doesn't require an affidavit for spouses. And so my spouse on... So, um, what kind of paperwork was he, was he turning in? Well, ... a spouse or affidavit, right? Yeah, it was a spousal affidavit because they were saying that, um, my benefits wouldn't be able to continue if he didn't turn it in. Okay. Um, is he there with you? Yeah, he right here. Well, He's with me. Okay. If I can just... Uh, if you can just authorize me to s- speak with you about his account, that'd be great. Yes, ma'am. Can you authorize her to talk with me? Mm-hmm. Here you go. Hello? Hi. I just need you to authorize her able to, um, get information about your account. Yes, ma'am, that's fine. All righty. Thank you so much, sir. Mm-hmm. Okay. Okay. What are the last four digits of his Social? 3102. And his name? Tajuan Bennett. Okay. And if you can confirm his address and date of birth. His address... You said his address and date of birth? Yes. Date of birth, 12/1/86. And his address is 115 Massachusetts Bay Drive, Piedmont, South Carolina 29673. And can I have his phone number as 864-878-9564? Mm-hmm. And then I have his email address as montebennett63@gmail.com? Yes, ma'am. You said it great. Okay. And... Okay, so I don't have an enrollment on file for him. Um... Oh, I'm sorry. Give me one second here. So, yeah, I don't have a current enrollment for him. I do have a previous enrollment- She said you don't have an enrollment on file. ... but that was back in 2021. I thought you w- I thought you enrolled him because they're taking it out of his paycheck. Do you know what it says next to the deduction? You said what? Do you know what it says next to the deduction? What does it say next to the deduction for your, um, insurance? Because she said she doesn't have a benefit on file for you, like you won't have... You don't have insurance. Huh? Yeah, that's what I'm s-... What does it say beside your deduction on your paycheck though? Because I even have the insurance card. And you're sure it's not a state insurance or something? Mm-hmm. Maybe he applied for it somewhere else? It's still his, it's still the job. Mm-hmm. We have the insurance card. Because we're only healthcare administrators for MAU. He did have insurance back in 2021 but it, it has not been- You want me to tell you the name of the insurance company? Yeah. I have the insurance card right here in my wallet. Okay. What does that mean? Hold on. I'll tell you. Let me pull it out for you. Um, it is called Allied MAU. It says Allied at the top. It says MAU on the other corner. And then it says Employee MAU Workforce Solutions. And it says Medical Plan First Health Network. That is... It's medical...

It's health insurance. It says "health network" on it but that's not through us. We only work with American Public Life for medical and dental, and then it's MetLife for vision. So then who is he... Who is his doctor then? Did it... Then how did you get this number? Was it on that card? No. MAU gave me this number to call you. Oh, okay. Um, so I would try calling the number on the card to see about the coverage that he has through that card. Right now, he is in open enrollment so if you... If the coverage that they're offering through that card is not what you guys want or they... It ends up not being the coverage that you thought, you could always give them a call back- I will call you back. Yep. You can call them back by Friday. He has until Friday to enroll. All right. Thank you. No problem. Thank you for calling. You have a great day. Thanks.

## Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell am I speaking with?

Speaker speaker\_1: Um, Janaria Bennett.

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

Speaker speaker\_1: Um, my husband works at MAU, and he uses benefits through you guys and, um, he had spousal paperwork that he needs to turn in and he wasn't sure if he turned it in in time because he's been working nonstop so he's just not got time to do it. And he was trying to check to see if he turned it in on time.

Speaker speaker\_0: Okay, um, and you said he said he was trying to turn in a spousal paperwork?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: What's the name of that company he works for?

Speaker speaker\_1: Um, MAU.

Speaker speaker\_0: Like you said, MAU doesn't require an affidavit for spouses. And so my spouse on... So, um, what kind of paperwork was he, was he turning in?

Speaker speaker\_1: Well,

Speaker speaker\_2: ... a spouse or affidavit, right?

Speaker speaker\_1: Yeah, it was a spousal affidavit because they were saying that, um, my benefits wouldn't be able to continue if he didn't turn it in.

Speaker speaker\_0: Okay. Um, is he there with you?

Speaker speaker\_1: Yeah, he right here. Well,

Speaker speaker\_2: He's with me.

Speaker speaker\_0: Okay. If I can just... Uh, if you can just authorize me to s- speak with you about his account, that'd be great.

Speaker speaker\_1: Yes, ma'am. Can you authorize her to talk with me?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Here you go.

Speaker speaker\_2: Hello?

Speaker speaker\_0: Hi. I just need you to authorize her able to, um, get information about your account.

Speaker speaker\_2: Yes, ma'am, that's fine.

Speaker speaker\_0: All righty. Thank you so much, sir.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_0: Okay. What are the last four digits of his Social?

Speaker speaker\_1: 3102.

Speaker speaker\_0: And his name?

Speaker speaker\_1: Tajuan Bennett.

Speaker speaker\_0: Okay. And if you can confirm his address and date of birth.

Speaker speaker\_1: His address... You said his address and date of birth?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Date of birth, 12/1/86. And his address is 115 Massachusetts Bay Drive, Piedmont, South Carolina 29673.

Speaker speaker\_0: And can I have his phone number as 864-878-9564?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And then I have his email address as montebennett63@gmail.com?

Speaker speaker\_1: Yes, ma'am. You said it great.

Speaker speaker\_0: Okay. And... Okay, so I don't have an enrollment on file for him. Um... Oh, I'm sorry. Give me one second here. So, yeah, I don't have a current enrollment for him. I do have a previous enrollment-

Speaker speaker\_1: She said you don't have an enrollment on file.

Speaker speaker\_0: ... but that was back in 2021.

Speaker speaker\_1: I thought you w- I thought you enrolled him because they're taking it out of his paycheck.

Speaker speaker\_0: Do you know what it says next to the deduction?

Speaker speaker\_1: You said what?

Speaker speaker\_0: Do you know what it says next to the deduction?

Speaker speaker\_1: What does it say next to the deduction for your, um, insurance? Because she said she doesn't have a benefit on file for you, like you won't have... You don't have insurance.

Speaker speaker\_2: Huh?

Speaker speaker\_1: Yeah, that's what I'm s-... What does it say beside your deduction on your paycheck though? Because I even have the insurance card.

Speaker speaker\_0: And you're sure it's not a state insurance or something?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Maybe he applied for it somewhere else?

Speaker speaker\_1: It's still his, it's still the job.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: We have the insurance card.

Speaker speaker\_0: Because we're only healthcare administrators for MAU. He did have insurance back in 2021 but it, it has not been-

Speaker speaker\_1: You want me to tell you the name of the insurance company?

Speaker speaker\_0: Yeah.

Speaker speaker\_1: I have the insurance card right here in my wallet.

Speaker speaker\_0: Okay. What does that mean?

Speaker speaker\_1: Hold on. I'll tell you. Let me pull it out for you. Um, it is called Allied MAU. It says Allied at the top. It says MAU on the other corner. And then it says Employee MAU Workforce Solutions. And it says Medical Plan First Health Network.

Speaker speaker\_0: That is... It's medical... It's health insurance. It says "health network" on it but that's not through us. We only work with American Public Life for medical and dental, and then it's MetLife for vision.

Speaker speaker\_1: So then who is he... Who is his doctor then?

Speaker speaker\_0: Did it... Then how did you get this number? Was it on that card?

Speaker speaker\_1: No. MAU gave me this number to call you.

Speaker speaker\_0: Oh, okay. Um, so I would try calling the number on the card to see about the coverage that he has through that card. Right now, he is in open enrollment so if you... If

the coverage that they're offering through that card is not what you guys want or they... It ends up not being the coverage that you thought, you could always give them a call back-

Speaker speaker\_1: I will call you back.

Speaker speaker\_0: Yep. You can call them back by Friday. He has until Friday to enroll.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: No problem. Thank you for calling. You have a great day.

Speaker speaker\_1: Thanks.