

Transcript: VICTORIA

Taylor-5156035474964480-5902775668916224

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, hello. How you doing? N- My name is Jarvis Folks. I called, um, Monday, and I was told to call today to see about enrollment. Okay. Um, what's the name of the agency you work for? I work for, um, Texan. I'm still MAU though. MAU? Mm-hmm. I'm sorry. And the last four of your Social? 8082. All right, and then, let's see. Your first and last name one more time? Um, Jarvis Folks. Okay. Uh, do you mind verifying your address and date of birth? Yes. Um, address, 3204 Mars Strand Court. And you said my birthday? Yes, sir. Uh, April 24th, 1996. Okay. Uh, phone number 706-550-5043? Yes, ma'am, that's right. All right, and then email is first and last name 24 at gmail.com. That's right. Okay, give me one second. Uh, let's see. Yeah, I don't see that they're in an open enrollment period currently. Um, they typically have it around the December timeframe of every year. We just haven't received the open enrollment dates for them just yet. But I know for sure they're not currently in open enrollment. Okay. Yes, sir. Um, so what I would do at this point, is I would honestly reach out to MAU directly because they should know when the open enrollment period starts. Oh, okay. Well, all right, thank you. You're welcome. Thank you for your time. Yes, sir. Did you need help with anything else? No, that's it. All righty. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, hello. How you doing? N- My name is Jarvis Folks. I called, um, Monday, and I was told to call today to see about enrollment.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: I work for, um, Texan. I'm still MAU though.

Speaker speaker_1: MAU?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I'm sorry. And the last four of your Social?

Speaker speaker_2: 8082.

Speaker speaker_1: All right, and then, let's see. Your first and last name one more time?

Speaker speaker_2: Um, Jarvis Folks.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Yes. Um, address, 3204 Mars Strand Court. And you said my birthday?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, April 24th, 1996.

Speaker speaker_1: Okay. Uh, phone number 706-550-5043?

Speaker speaker_2: Yes, ma'am, that's right.

Speaker speaker_1: All right, and then email is first and last name 24 at gmail.com.

Speaker speaker_2: That's right.

Speaker speaker_1: Okay, give me one second. Uh, let's see. Yeah, I don't see that they're in a open enrollment period currently. Um, they typically have it around the December timeframe of every year. We just haven't received the open enrollment dates for them just yet. But I know for sure they're not currently in open enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. Um, so what I would do at this point, is I would honestly reach out to MAU directly because they should know when the open enrollment period starts.

Speaker speaker_2: Oh, okay. Well, all right, thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_2: Thank you for your time.

Speaker speaker_1: Yes, sir. Did you need help with anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.