

Transcript: VICTORIA

Taylor-5900465170071552-5475512096440320

Full Transcript

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, uh, Victoria. Uh, my name's Glenn Holland and, um, I had talked with somebody there yesterday and I didn't catch his name. Um, I work for a company called MAU Workforce Solutions and I think that you guys, you know, provide the benefits insurance coverage for, for that company to be able to offer it to their employees. And, um, I was one day late apparently on, um, missing the opportunity to sign up for, um, insurance coverage. And the gentleman I was talking to yesterday said that he was gonna go back to your back office to find out if there was, um, any options or any chance for, uh, eligibility review, I think is what he said. Okay, let me pull up- And he's supposed to call me back and never did, but... Okay. What's, uh, what's the last four of your social? Uh, it's 1666. Do you mind verifying your address and date of birth? Yep. Uh, address is 1700 Tommy Lee Cook Road. That's in Palmetto, Georgia, 30268. Uh, date of birth is June 18, 1970. And then phone number is, uh, 704-488-1290? Yes, correct. Okay. And then email is Mr.Glenn11@gmail? Correct, yes. Mm-hmm. Okay. Yeah, it looks like he called you back this morning, um, and left a voice mail. Oh, did he? Oh. So I'm not sure what happened with that. Um, but yes, it looks like - Oh. Hoo, you know what? I just switched, I just switched services, so, um, I went from Verizon to another service. So, uh, probably, uh, that might be it, but anyway, I'm sorry. But- Okay. Um, yeah, so it looks like it, he did try to call back and it looks like MAU made an exception, so you are, um, able to get enrolled. Your new deadline would be the 14th of February to do so. Oh, okay, okay. All right. Um, dang, I'm just, I'm, and how do I go about doing that? Thank you by the way, for letting me know. And I'm not sure what his name is, but if you can pass along my, uh, appreciation for him, you know, going that extra mile. Yeah, absolutely. Um, do you know- Um... ... what you're wanting to enroll into or...? Uh, let's see, I don't have it here in front of me right where I'm at right now. I'm actually driving. Um, so once I get that information, can I call you back or...? Yeah. Or, is it better to enroll online? Or I'm just trying to figure out the... Honestly, it might be better to just do it over the phone. Um... Okay. I know that sometimes depending on the situation and especially with us doing like a, um, an extension on your deadline, there might- Right. ... might be some issues with trying to do it online. So I would just call us back. Um, and we made notes on your, your account, so, uh, whoever answers should know that you have until the 14th. Ah, okay. Gotcha, gotcha, gotcha, gotcha. Okay. All right. Awesome. Um, and I just call this number back, same number I called? Yeah, same number back. Mm-hmm. Okay. Do you have the benefits guide with all the information about the benefits? Uh, I do. I do. I just, uh... Okay, just wanted to make sure. Yeah, I just... I don't have it with me where I'm at right now, so. Okay, but you said the 14th, so if it happens to be tomorrow before I can call back, that's, that's going to be fine? Yeah, uh, you have technically until the end of day, um, on the 14th to get enrolled. Sure. Um, and we're typically open Monday through Friday, 8:00 AM to 8:00 PM

Eastern Time. So I would assume the cutoff would be 8:00 PM on the 14th. Okay. Yeah, I will... definitely won't push it out that far. That's okay. So what is, what is the 14th, that's 11, 12, is that Friday, next Friday? Is that...? Yes, sir. Mm-hmm. Okay. Okay. All right. Perfect. Let me, uh, give me a chance to just look over and just verify. I think I have in mind what the route I want to go, but I just want to take one more look at it and, and verify just to make sure I don't have any other questions. All righty. All right. Thank you so much. I really appreciate it. Sure. You have a wonderful day. You too. All right. Thanks a lot. Take care. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, uh, Victoria. Uh, my name's Glenn Holland and, um, I had talked with somebody there yesterday and I didn't catch his name. Um, I work for a company called MAU Workforce Solutions and I think that you guys, you know, provide the benefits insurance coverage for, for that company to be able to offer it to their employees. And, um, I was one day late apparently on, um, missing the opportunity to sign up for, um, insurance coverage. And the gentleman I was talking to yesterday said that he was gonna go back to your back office to find out if there was, um, any options or any chance for, uh, eligibility review, I think is what he said.

Speaker speaker_0: Okay, let me pull up-

Speaker speaker_1: And he's supposed to call me back and never did, but...

Speaker speaker_0: Okay. What's, uh, what's the last four of your social?

Speaker speaker_1: Uh, it's 1666.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Yep. Uh, address is 1700 Tommy Lee Cook Road. That's in Palmetto, Georgia, 30268. Uh, date of birth is June 18, 1970.

Speaker speaker_0: And then phone number is, uh, 704-488-1290?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. And then email is Mr.Glenn11@gmail?

Speaker speaker_1: Correct, yes. Mm-hmm.

Speaker speaker_0: Okay. Yeah, it looks like he called you back this morning, um, and left a voice mail.

Speaker speaker_1: Oh, did he? Oh.

Speaker speaker_0: So I'm not sure what happened with that. Um, but yes, it looks like -

Speaker speaker_1: Oh. Hoo, you know what? I just switched, I just switched services, so, um, I went from Verizon to another service. So, uh, probably, uh, that might be it, but anyway, I'm sorry. But-

Speaker speaker_0: Okay. Um, yeah, so it looks like it, he did try to call back and it looks like MAU made an exception, so you are, um, able to get enrolled. Your new deadline would be the 14th of February to do so.

Speaker speaker_1: Oh, okay, okay. All right. Um, dang, I'm just, I'm, and how do I go about doing that? Thank you by the way, for letting me know. And I'm not sure what his name is, but if you can pass along my, uh, appreciation for him, you know, going that extra mile.

Speaker speaker_0: Yeah, absolutely. Um, do you know-

Speaker speaker_1: Um...

Speaker speaker_0: ... what you're wanting to enroll into or...?

Speaker speaker_1: Uh, let's see, I don't have it here in front of me right where I'm at right now. I'm actually driving. Um, so once I get that information, can I call you back or...?

Speaker speaker_0: Yeah.

Speaker speaker_1: Or, is it better to enroll online? Or I'm just trying to figure out the...

Speaker speaker_0: Honestly, it might be better to just do it over the phone. Um...

Speaker speaker_1: Okay.

Speaker speaker_0: I know that sometimes depending on the situation and especially with us doing like a, um, an extension on your deadline, there might-

Speaker speaker_1: Right.

Speaker speaker_0: ... might be some issues with trying to do it online. So I would just call us back. Um, and we made notes on your, your account, so, uh, whoever answers should know that you have until the 14th.

Speaker speaker_1: Ah, okay. Gotcha, gotcha, gotcha, gotcha. Okay. All right. Awesome. Um, and I just call this number back, same number I called?

Speaker speaker_0: Yeah, same number back. Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have the benefits guide with all the information about the benefits?

Speaker speaker_1: Uh, I do. I do. I just, uh...

Speaker speaker_0: Okay, just wanted to make sure.

Speaker speaker_1: Yeah, I just... I don't have it with me where I'm at right now, so. Okay, but you said the 14th, so if it happens to be tomorrow before I can call back, that's, that's going to

be fine?

Speaker speaker_0: Yeah, uh, you have technically until the end of day, um, on the 14th to get enrolled.

Speaker speaker_1: Sure.

Speaker speaker_0: Um, and we're typically open Monday through Friday, 8:00 AM to 8:00 PM Eastern Time. So I would assume the cutoff would be 8:00 PM on the 14th.

Speaker speaker_1: Okay. Yeah, I will... definitely won't push it out that far.

Speaker speaker_0: That's okay.

Speaker speaker_1: So what is, what is the 14th, that's 11, 12, is that Friday, next Friday? Is that...?

Speaker speaker_0: Yes, sir. Mm-hmm.

Speaker speaker_1: Okay. Okay. All right. Perfect. Let me, uh, give me a chance to just look over and just verify. I think I have in mind what the route I want to go, but I just want to take one more look at it and, and verify just to make sure I don't have any other questions.

Speaker speaker_0: All righty.

Speaker speaker_1: All right. Thank you so much. I really appreciate it.

Speaker speaker_0: Sure. You have a wonderful day.

Speaker speaker_1: You too. All right. Thanks a lot. Take care. Bye.