

Transcript: VICTORIA

Taylor-6460881351786496-4589985762689024

Full Transcript

Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Hi, I'd like to finish, um, finish up my open enrollment. I think all you needed was my wife's social security number. Okay. What's the name of the agency you work for? MAU. And the last four of your Social? 0672. And your first and last name? First name Edwards, last name K-E-N-E-F-I-C-K. Okay. Do you mind verifying your address and date of birth? 1836. Oh, no. I just moved here. I think it's 1836 Banbury Road, Charleston, South Carolina, uh, September 10th, 1962. Phone number 843-620-8174? N- no. Phone number 843-513-6665. Okay. Um, and then email is gonna be first name and last name at gmail.com? Yep. Oop, excuse me. That's correct, yes. I'm sorry, was that the right email? I guess it was. Um... Okay. I hit the, one of the buttons so I couldn't hear what you were saying. No worries. Um, all right. So, we're just adding your spouse's Social. Let me just verify. So, it looks like you're enrolled into the MEC, uh, the Insure Plus Basics, Group Accident, Dental, Term Life and Vision for employee plus spouse, and then the Short-Term Disability for employee only? Uh, I guess whatever I decide... I, I chose. Um, I don't, I don't have it all right in front of me, so I'm assuming that that's correct. Okay. Yeah, it looks like on my end that's everything. Um, let me go ahead and get her Social. And that's for Barbara Edwards? No. It's Barbara Marie Kenefick. That's weird. Okay, so... All right. Barbara Marie and then same last name. Correct. Let me just make sure. Date of birth is 7... Oop. 7/18/1960? That's correct. Okay. And then, uh, what is that Social? 224-80-4161. All righty. And, um, did you also want Barbara to, to be the, uh, beneficiary for the Term Life? Yes. Okay. Let me update her name. I'm not sure why it was put in there as Edwards for the last name. That's weird. But... All right, so I went ahead and added her Social, and then also fixed, uh, her last name. And you should be good to go from here. Did you have any other questions for me? Nope. As long as we're good to go. Um, that's all I got. All righty. You have a wonderful day. You do the same. Thank you. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, I'd like to finish, um, finish up my open enrollment. I think all you needed was my wife's social security number.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0672.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First name Edwards, last name K-E-N-E-F-I-C-K.

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

Speaker speaker_1: 1836. Oh, no. I just moved here. I think it's 1836 Banbury Road, Charleston, South Carolina, uh, September 10th, 1962.

Speaker speaker_0: Phone number 843-620-8174?

Speaker speaker_1: N- no. Phone number 843-513-6665.

Speaker speaker_0: Okay. Um, and then email is gonna be first name and last name at gmail.com?

Speaker speaker_1: Yep. Oop, excuse me. That's correct, yes.

Speaker speaker_0: I'm sorry, was that the right email?

Speaker speaker_1: I guess it was. Um...

Speaker speaker_0: Okay.

Speaker speaker_1: I hit the, one of the buttons so I couldn't hear what you were saying.

Speaker speaker_0: No worries. Um, all right. So, we're just adding your spouse's Social. Let me just verify. So, it looks like you're enrolled into the MEC, uh, the Insure Plus Basics, Group Accident, Dental, Term Life and Vision for employee plus spouse, and then the Short-Term Disability for employee only?

Speaker speaker_1: Uh, I guess whatever I decide... I, I chose. Um, I don't, I don't have it all right in front of me, so I'm assuming that that's correct.

Speaker speaker_0: Okay. Yeah, it looks like on my end that's everything. Um, let me go ahead and get her Social. And that's for Barbara Edwards?

Speaker speaker_1: No. It's Barbara Marie Kenefick.

Speaker speaker_0: That's weird. Okay, so... All right. Barbara Marie and then same last name.

Speaker speaker_1: Correct.

Speaker speaker_0: Let me just make sure. Date of birth is 7... Oop. 7/18/1960?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And then, uh, what is that Social?

Speaker speaker_1: 224-80-4161.

Speaker speaker_0: All righty. And, um, did you also want Barbara to, to be the, uh, beneficiary for the Term Life?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let me update her name. I'm not sure why it was put in there as Edwards for the last name.

Speaker speaker_1: That's weird.

Speaker speaker_0: But... All right, so I went ahead and added her Social, and then also fixed, uh, her last name. And you should be good to go from here. Did you have any other questions for me?

Speaker speaker_1: Nope. As long as we're good to go. Um, that's all I got.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You do the same. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.