

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits that are Card. This is Chris. How can I help you today? Hi. I needed to enroll. Okay. What staffing company do you work with? Uh, MAU. And last four of your Social? Uh, 1873. Your first and last name? Uh, Zane Amburgey. Z-A-N-E A-M-B-U-R-G-E-Y. All right, Mr. Amburgey. Could you verify your address and your date of birth for me? Um, it should be under 112 Oak Trail. If not, it would be under 412 South Ainscowick Street. Uh, that one, and I need the rest of it, city, state and zip? Uh, Avilla, Indiana, 46710. Thank you. Is that your current address, or do we need to update that? Uh, we need to update it. Okay. What's the new address? Uh, 112 Oak Trail, Garrett, Indiana. And the zip? Uh, 46738. Thank you. And then your date of birth? Uh, 8/9/04. All right. We have a phone number on file of 229-7539. Is that correct? Yep. All right. And then now I show here, it looks like you previously had the MEC Enhanced Vision Accident and Illness Plans through MAU. Were you looking to just re-enroll into those? Yeah. Okay. Yeah, that's no problem. One moment. Uh, so that would be a total of looks like \$29.88 per week. Do you authorize MAU to make those deductions? Yeah. All right. So we'll go ahead and set that up. It's going to take about one to two weeks for the enrollment to process, the reinstatement. Once everything is gone- uh, gone through, you should start seeing those deductions coming out of your checks. The Monday following the first deduction is when your policies will have reinstated, and you'll get new ID cards, uh, about a week or two after that policy's effective date. Um, and then just be aware, uh, as, as it was last time, it may... you may, uh, remember this, you may not. But your medical and your vision are under a restriction known as Section 125, which allows you to only make changes to your inc- your enrollment during open enrollment windows. Outside of those, you have to have a qualifying life event, something like getting, uh, getting married, having a child or getting an insurance policy from another insurance company. Any questions regarding that? Okay. No. All right, so we're good to go on that reinstatement. Was there anything else I could help you with? No, sir. All right. Thanks again for calling and have a wonderful day. Yeah, you too. All right. Hmm, bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits that are Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi. I needed to enroll.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And last four of your Social?

Speaker speaker_1: Uh, 1873.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Uh, Zane Amburgey. Z-A-N-E A-M-B-U-R-G-E-Y.

Speaker speaker_0: All right, Mr. Amburgey. Could you verify your address and your date of birth for me?

Speaker speaker_1: Um, it should be under 112 Oak Trail. If not, it would be under 412 South Ainscowick Street.

Speaker speaker_0: Uh, that one, and I need the rest of it, city, state and zip?

Speaker speaker_1: Uh, Avilla, Indiana, 46710.

Speaker speaker_0: Thank you. Is that your current address, or do we need to update that?

Speaker speaker_1: Uh, we need to update it.

Speaker speaker_0: Okay. What's the new address?

Speaker speaker_1: Uh, 112 Oak Trail, Garrett, Indiana.

Speaker speaker_0: And the zip?

Speaker speaker_1: Uh, 46738.

Speaker speaker_0: Thank you. And then your date of birth?

Speaker speaker_1: Uh, 8/9/04.

Speaker speaker_0: All right. We have a phone number on file of 229-7539. Is that correct?

Speaker speaker_1: Yep.

Speaker speaker_0: All right. And then now I show here, it looks like you previously had the MEC Enhanced Vision Accident and Illness Plans through MAU. Were you looking to just re-enroll into those?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Yeah, that's no problem. One moment. Uh, so that would be a total of looks like \$29.88 per week. Do you authorize MAU to make those deductions?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So we'll go ahead and set that up. It's going to take about one to two weeks for the enrollment to process, the reinstatement. Once everything is gon- uh, gone through, you should start seeing those deductions coming out of your checks. The Monday following the first deduction is when your policies will have reinstated, and you'll get new ID

cards, uh, about a week or two after that policy's effective date. Um, and then just be aware, uh, as, as it was last time, it may... you may, uh, remember this, you may not. But your medical and your vision are under a restriction known as Section 125, which allows you to only make changes to your inc- your enrollment during open enrollment windows. Outside of those, you have to have a qualifying life event, something like getting, uh, getting married, having a child or getting an insurance policy from another insurance company. Any questions regarding that?

Speaker speaker_1: Okay. No.

Speaker speaker_0: All right, so we're good to go on that reinstatement. Was there anything else I could help you with?

Speaker speaker_1: No, sir.

Speaker speaker_0: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_1: Yeah, you too.

Speaker speaker_0: All right. Hmm, bye now.