

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. And my name is Stephanie. How can I assist you? Hi. Um, I need to... Uh, I work for MAU, and I need to make a change in my benefits to include my children. I thought I had did it when I originally enrolled, but I guess I didn't. Okay. And I saw that I had till tomorrow to take care of it, and I'm like- Yes. ... "Uh, we might need to do that now." Yes, sir. Okay. Yeah, we can add them. Um, you said you're with the MAU? And then what are the last four of your Social? Sure. It's 7779. Wow, that's a lot of sevens. And then, um, you say your name is... Did you say Christopher? Yes. Christopher Roland. Okay. And then for security purposes, I do need you to verify your address and your date of birth. Date of birth, 12/27/1980. Address 115 Lari, L-A-R-I, Lane, Apartment B, Anderson, South Carolina 29625. Was that Apartment D or B? B as in bravo. Okay. Thank you. And then I have 864-221-5562 as your phone number? Yes, it is, ma'am. And then I have chrisroland37@gmail.com. Is that up to date? Yes, ma'am. Okay. Yeah. So it does look like you have Dental for employee only, Vision for employee only, and then your preventative plan, uh, with your hospital indemnity which is the MEC Enhanced for employee only. Um, you wanted to add your family to which ones? Uh, I wanna add my family to the, uh, medical coverage. Okay. So the MEC Enhanced? So for family, that's a deduction of \$63.45, okay? That's awesome. So for dental, I have employee for \$3.51 weekly, vision for \$2.15 weekly, and then your MEC Enhanced being \$63.45 weekly, for a new deduction of \$69.11. Do you allow me to make these changes? I absolutely do. Okay. And then I do want to remind you that all of those plans are under Section 125, which allows you to pay these plans with pre-tax dollars. But if you do want to cancel these plans or change the level of your dependents, you will have to be within company open enrollment, okay? And the last day to do so is tomorrow. Um, and then- Good. ... I just need, I just need your, um, your dependent's information. So if you want, we can start with your wife. What's your first and last name? Uh, hold up. I'm not married, so it's just my... Uh, it's just my kids. It's just my kids. Mm-hmm. Oh, okay. So let me change that coverage, 'cause it's gonna, it should be, um, employee and children. Okay. Okay. So that new deduction is actually gonna change. So for employee and child, that's \$41.95. Uh-huh. Meaning your new weekly deduction would be \$47.61 weekly, okay? Okay. And then I do need the children's information. Uh, what- Sure. ... is the first child's name? We'll start with... We'll start with my, my daughter. Layla. Okay. L-A-I... I'm sorry. No. She's aunt and I have four children. I'm sorry. It's my youngest two children I have to do. Okay. Okay. My youngest son's name is Elijah. Okay. Roland, R-O-L-A-N-D. You said Elijah? Yep. E-L-I-J-A-H. And then do you have his Social by any chance? If you don't, I can put zeros for now. Uh, you know what? I absolutely may have it. Let me see. And what's his date of birth? December 19th, 2010. Okay. Thank you. Let me see. I have to go back and see if I... Oh, okay. I have my daughter. I have my daughter's but I don't think I have my son's. Let me see.

It's just... Look, man, if you don't have it for now, we can put zeros if you want, or I can just wait also. Hold on one second. I'm going, I'm going way back in my emails. I know- ... I have his information. Here we go. Um, let's see. 2000... Actually, do it this way. There we go. W-2. Social Security code. Let's see. Not that one. That's my W-2 form. No, I thought I had it. I'm sorry. But I have my daughter's. I don't have my son's insurance number. Okay, that's fine. We can put zeros for now and then if you'd like we can- Yeah, I can, I can definitely do it. Okay. Yes, sir. Yeah. And then what's your daughter's first and last name? Chrislee. C-H-R-I-S-L-E-E. Okay. And then what was her social? Her social media is... Oh, I know, I have to go way back in these text messages. Her mother sent me that eons ago but I know, I have it. You're fine. Yeah. Wow, she sent me this back in... That was, I think it was 2021 that she sent me. Hang on. Da, da, da, da, da, da, da, da, da. I had to put zeros for that too, but I can get it. I'll find that information for you later. I can call back and give you guys that information. You're like, it's a bother- Yes, sir. Yeah. But... Okay. Yes, sir. Her date of birth is, her date of birth is May 3rd, 2019. All right. I got them two in. Is there a third child? No. No? Okay. Nope, my oldest two are covered by their mothers. I don't have to ask them. Gotcha. Okay. Yes, sir. All right. And I did want to let you know that it does take seven to ten days for the changes to process, so there is a possibility that you may still experience one or two deductions of only being \$28.79. But once we see that they did take the 47.61, that's when those new, um, level of coverage becomes effective. And then you should be receiving a new card due to that change. Probably that first week of your activation week, either that Thursday or Friday, you should be getting that new medical card that includes your children. Okay. Wonderful. All right. All right. Well, thank you for your time. And whenever you have a chance, you're welcome to give us a call to provide the dependents', um, Social Security number. We're open from 8:00 AM up until 8:00 PM. Okay. Thank you very much, ma'am. You have yourself a wonderful day. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. And my name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Um, I need to... Uh, I work for MAU, and I need to make a change in my benefits to include my children. I thought I had did it when I originally enrolled, but I guess I didn't.

Speaker speaker_0: Okay.

Speaker speaker_1: And I saw that I had till tomorrow to take care of it, and I'm like-

Speaker speaker_0: Yes.

Speaker speaker_1: ... "Uh, we might need to do that now."

Speaker speaker_0: Yes, sir. Okay. Yeah, we can add them. Um, you said you're with the MAU? And then what are the last four of your Social?

Speaker speaker_1: Sure. It's 7779.

Speaker speaker_0: Wow, that's a lot of sevens. And then, um, you say your name is... Did you say Christopher?

Speaker speaker_1: Yes. Christopher Roland.

Speaker speaker_0: Okay. And then for security purposes, I do need you to verify your address and your date of birth.

Speaker speaker_1: Date of birth, 12/27/1980. Address 115 Lari, L-A-R-I, Lane, Apartment B, Anderson, South Carolina 29625.

Speaker speaker_0: Was that Apartment D or B?

Speaker speaker_1: B as in bravo.

Speaker speaker_0: Okay. Thank you. And then I have 864-221-5562 as your phone number?

Speaker speaker_1: Yes, it is, ma'am.

Speaker speaker_0: And then I have chrisroland37@gmail.com. Is that up to date?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yeah. So it does look like you have Dental for employee only, Vision for employee only, and then your preventative plan, uh, with your hospital indemnity which is the MEC Enhanced for employee only. Um, you wanted to add your family to which ones?

Speaker speaker_1: Uh, I wanna add my family to the, uh, medical coverage.

Speaker speaker_0: Okay. So the MEC Enhanced? So for family, that's a deduction of \$63.45, okay?

Speaker speaker_1: That's awesome.

Speaker speaker_0: So for dental, I have employee for \$3.51 weekly, vision for \$2.15 weekly, and then your MEC Enhanced being \$63.45 weekly, for a new deduction of \$69.11. Do you allow me to make these changes?

Speaker speaker_1: I absolutely do.

Speaker speaker_0: Okay. And then I do want to remind you that all of those plans are under Section 125, which allows you to pay these plans with pre-tax dollars. But if you do want to cancel these plans or change the level of your dependents, you will have to be within company open enrollment, okay? And the last day to do so is tomorrow. Um, and then-

Speaker speaker_1: Good.

Speaker speaker_0: ... I just need, I just need your, um, your dependent's information. So if you want, we can start with your wife. What's your first and last name?

Speaker speaker_1: Uh, hold up. I'm not married, so it's just my... Uh, it's just my kids. It's just my kids. Mm-hmm.

Speaker speaker_0: Oh, okay. So let me change that coverage, 'cause it's gonna, it should be, um, employee and children.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So that new deduction is actually gonna change. So for employee and child, that's \$41.95.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Meaning your new weekly deduction would be \$47.61 weekly, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: And then I do need the children's information. Uh, what-

Speaker speaker_1: Sure.

Speaker speaker_0: ... is the first child's name?

Speaker speaker_1: We'll start with... We'll start with my, my daughter. Layla.

Speaker speaker_0: Okay.

Speaker speaker_1: L-A-I... I'm sorry. No. She's aunt and I have four children. I'm sorry. It's my youngest two children I have to do. Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: My youngest son's name is Elijah.

Speaker speaker_0: Okay.

Speaker speaker_1: Roland, R-O-L-A-N-D.

Speaker speaker_0: You said Elijah?

Speaker speaker_1: Yep. E-L-I-J-A-H.

Speaker speaker_0: And then do you have his Social by any chance? If you don't, I can put zeros for now.

Speaker speaker_1: Uh, you know what? I absolutely may have it. Let me see.

Speaker speaker_0: And what's his date of birth?

Speaker speaker_1: December 19th, 2010.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Let me see. I have to go back and see if I... Oh, okay. I have my daughter. I have my daughter's but I don't think I have my son's. Let me see.

Speaker speaker_0: It's just... Look, man, if you don't have it for now, we can put zeros if you want, or I can just wait also.

Speaker speaker_1: Hold on one second. I'm going, I'm going way back in my emails. I know... I have his information. Here we go. Um, let's see. 2000... Actually, do it this way. There we go. W-2. Social Security code. Let's see. Not that one. That's my W-2 form. No, I thought I had it. I'm sorry. But I have my daughter's. I don't have my son's insurance number.

Speaker speaker_0: Okay, that's fine. We can put zeros for now and then if you'd like we can-

Speaker speaker_1: Yeah, I can, I can definitely do it.

Speaker speaker_0: Okay. Yes, sir.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then what's your daughter's first and last name?

Speaker speaker_1: Chrislee. C-H-R-I-S-L-E-E.

Speaker speaker_0: Okay. And then what was her social?

Speaker speaker_1: Her social media is... Oh, I know, I have to go way back in these text messages. Her mother sent me that eons ago but I know, I have it.

Speaker speaker_0: You're fine.

Speaker speaker_1: Yeah. Wow, she sent me this back in... That was, I think it was 2021 that she sent me. Hang on. Da, da, da, da, da, da, da, da, da. I had to put zeros for that too, but I can get it. I'll find that information for you later. I can call back and give you guys that information. You're like, it's a bother-

Speaker speaker_0: Yes, sir. Yeah.

Speaker speaker_1: But...

Speaker speaker_0: Okay. Yes, sir.

Speaker speaker_1: Her date of birth is, her date of birth is May 3rd, 2019.

Speaker speaker_0: All right. I got them two in. Is there a third child?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay.

Speaker speaker_1: Nope, my oldest two are covered by their mothers. I don't have to ask them.

Speaker speaker_0: Gotcha. Okay. Yes, sir. All right. And I did want to let you know that it does take seven to ten days for the changes to process, so there is a possibility that you may still experience one or two deductions of only being \$28.79. But once we see that they did take the 47.61, that's when those new, um, level of coverage becomes effective. And then you should be receiving a new card due to that change. Probably that first week of your activation

week, either that Thursday or Friday, you should be getting that new medical card that includes your children.

Speaker speaker_1: Okay. Wonderful.

Speaker speaker_0: All right. All right. Well, thank you for your time. And whenever you have a chance, you're welcome to give us a call to provide the dependents', um, Social Security number. We're open from 8:00 AM up until 8:00 PM.

Speaker speaker_1: Okay. Thank you very much, ma'am. You have yourself a wonderful day.

Speaker speaker_0: Thank you. You too.

Speaker speaker_1: Bye-bye.