

## Transcript: Estefania

**Acevedo-6369529372917760-6084745136488448**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Yes, I'm wanting to change my insurance. Okay. What, um, agency do you work for? MAU. And then what are the last four of your social? 7508. For security purposes, can you verify your address and your date of birth? 510 York Street, Paris, Texas 75460. Date of birth, 11/15/1981. Is 850-496-0127 your phone number? It is. And then I have a.mdcampbell@yahoo.com. Is that up to date? Yes. Okay. And then I see that you have the Ensure Plus Enhanced, group accident, dental, critical illness and vision. Um, what were you trying to change? Um, I really only want to keep, uh, dental and vision. Okay, give me one second. Okay, you wanna get rid of, um, everything else? Yeah, it doesn't cover anything, ever. I've had it for four years. Oh, wow. Okay, yeah. I can- ... take it off. All right, let's see. I always get a bill anyway, and then I get charged more because I had insurance. Oh, no. Okay, I'll get rid of it. So for dental, I have employee and child for \$9.30. Vision I have for \$4.94. That's a new weekly deduction of \$14.24. Do you allow me to make these changes? Um, you said the vision was how much? Uh, \$4.94. Um, that's under employee and child. Okay. As well as for dental- And I wanted- Mm-hmm. ... I wanted to make sure that, 'cause my child turned 18, I wanted to make sure she could still be covered. Yeah, she can still be covered. Okay. Yes, ma'am. I believe it stops like at 25, if I'm not mistaken. Oh, things have changed so much. Okay. Yes, ma'am. Um, and then it looks like ni- um, for employee and child, that's \$9.30. So that, that would be a weekly- Okay. ... deduction of \$14.24 weekly. Do you allow me to make these changes? Yes. Okay. And I do wanna let you know that it does take 7 to 10 business days for the cancellation and changes to process. So there may be a chance that you may still experience one or two deductions of the \$56.64. But once you see the new deduction of \$14.24, that's when those plans are the only ones active. Okay. Yeah, that's fine 'cause, uh, since like November, every time I've tried to go to the doctor even, not only does the insurance not cover anything, they've actually told me I don't have insurance. So... Oh my God. What did I get? Okay. Yeah. I got rid of it and, um, it looks like if you do want to add anything or like change anything, the last day that you would have to do that is the 31st of this month. Okay? Right. Right. And then I was gonna tell you, um, let's see. It looks like they never added a beneficiary for the last one. Do you want me to just leave it like that or do you want me to add one for now? I mean, it's... I- I, hopefully I'm gonna live longer than a week, so- ... um, should be fine. Okay. Um, did you have any other questions? No. I've got to tell you though, if you can pass it on to whoever actually cares, this would be so much easier if it could be done online. Okay. Yes, ma'am. Okay. I'll definitely pass it on. And, uh- I believe they do have website, if I'm not mistaken. I can check real quick. I know they've never given it to us, so the only time we actually know what the benefits are is when we get hired on at the company. And then we can never see any sort of change or

anything. It's awful. Because, um, I know we're the, like if ... have questions, we're the healthcare administrators. And I actually do see a website. It says that it's [www.biac.com/mau](http://www.biac.com/mau). Okay. My... B-I- B-I- ... A-C- Mm-hmm. ....com and then the /mau. So you can try that, but I know, um- Okay. ... perhaps you need help with cannot help you- Yeah, 'cause they don't give us any of that information. I know. Okay. Yeah, and then like if you're having issues with this website, you're always welcome to call us and we'll help you over the phone as well. Okay. Mm-hmm. All right. Thank you very much. You're welcome. Have a nice day. You too. 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 in a Car. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yes, I'm wanting to change my insurance.

Speaker speaker\_1: Okay. What, um, agency do you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: And then what are the last four of your social?

Speaker speaker\_2: 7508.

Speaker speaker\_1: For security purposes, can you verify your address and your date of birth?

Speaker speaker\_2: 510 York Street, Paris, Texas 75460. Date of birth, 11/15/1981.

Speaker speaker\_1: Is 850-496-0127 your phone number?

Speaker speaker\_2: It is.

Speaker speaker\_1: And then I have [a.mdcampbell@yahoo.com](mailto:a.mdcampbell@yahoo.com). Is that up to date?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then I see that you have the Ensure Plus Enhanced, group accident, dental, critical illness and vision. Um, what were you trying to change?

Speaker speaker\_2: Um, I really only want to keep, uh, dental and vision.

Speaker speaker\_1: Okay, give me one second. Okay, you wanna get rid of, um, everything else?

Speaker speaker\_2: Yeah, it doesn't cover anything, ever. I've had it for four years.

Speaker speaker\_1: Oh, wow. Okay, yeah. I can- ... take it off. All right, let's see.

Speaker speaker\_2: I always get a bill anyway, and then I get charged more because I had insurance.

Speaker speaker\_1: Oh, no. Okay, I'll get rid of it. So for dental, I have employee and child for \$9.30. Vision I have for \$4.94. That's a new weekly deduction of \$14.24. Do you allow me to make these changes?

Speaker speaker\_2: Um, you said the vision was how much?

Speaker speaker\_1: Uh, \$4.94. Um, that's under employee and child.

Speaker speaker\_2: Okay.

Speaker speaker\_1: As well as for dental-

Speaker speaker\_2: And I wanted-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... I wanted to make sure that, 'cause my child turned 18, I wanted to make sure she could still be covered.

Speaker speaker\_1: Yeah, she can still be covered.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yes, ma'am. I believe it stops like at 25, if I'm not mistaken.

Speaker speaker\_2: Oh, things have changed so much.

Speaker speaker\_1: Okay. Yes, ma'am. Um, and then it looks like ni- um, for employee and child, that's \$9.30. So that, that would be a weekly-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... deduction of \$14.24 weekly. Do you allow me to make these changes?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And I do wanna let you know that it does take 7 to 10 business days for the cancellation and changes to process. So there may be a chance that you may still experience one or two deductions of the \$56.64. But once you see the new deduction of \$14.24, that's when those plans are the only ones active.

Speaker speaker\_2: Okay. Yeah, that's fine 'cause, uh, since like November, every time I've tried to go to the doctor even, not only does the insurance not cover anything, they've actually told me I don't have insurance. So...

Speaker speaker\_1: Oh my God. What did I get? Okay. Yeah. I got rid of it and, um, it looks like if you do want to add anything or like change anything, the last day that you would have to do that is the 31st of this month. Okay?

Speaker speaker\_2: Right. Right.

Speaker speaker\_1: And then I was gonna tell you, um, let's see. It looks like they never added a beneficiary for the last one. Do you want me to just leave it like that or do you want me to add one for now?

Speaker speaker\_2: I mean, it's... I- I, hopefully I'm gonna live longer than a week, so- ... um, should be fine.

Speaker speaker\_1: Okay. Um, did you have any other questions?

Speaker speaker\_2: No. I've got to tell you though, if you can pass it on to whoever actually cares, this would be so much easier if it could be done online.

Speaker speaker\_1: Okay. Yes, ma'am. Okay. I'll definitely pass it on.

Speaker speaker\_2: And, uh-

Speaker speaker\_1: I believe they do have website, if I'm not mistaken. I can check real quick.

Speaker speaker\_2: I know they've never given it to us, so the only time we actually know what the benefits are is when we get hired on at the company. And then we can never see any sort of change or anything. It's awful.

Speaker speaker\_1: Because, um, I know we're the, like if ... have questions, we're the healthcare administrators. And I actually do see a website. It says that it's [www.biac.com/mau](http://www.biac.com/mau).

Speaker speaker\_2: Okay. My...

Speaker speaker\_1: B-I-

Speaker speaker\_2: B-I-

Speaker speaker\_1: ... A-C-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ....com and then the /mau. So you can try that, but I know, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... perhaps you need help with cannot help you-

Speaker speaker\_2: Yeah, 'cause they don't give us any of that information.

Speaker speaker\_1: I know. Okay. Yeah, and then like if you're having issues with this website, you're always welcome to call us and we'll help you over the phone as well.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: All right. Thank you very much.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye.