

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits 10-00 Carter. My name is Francesca. How can I assist you today? Yes, ma'am. I just, um, need to drop my insurance. Sure thing. What staffing company do you work with? I'm sorry? Yes, sir. What is the staffing company that you work with? Oh, okay. MAU. What are the last four digits of your Social? 5955. Could you please verify your mailing address and date of birth, please? Yeah. 302 Crestwood Drive, Somerville, South Carolina 29483. And the date of birth's 5-6-67. I have best contact, 843-324-4643 and then the email first and last name at yahoo.com. I'm sorry, what'd you say the email was? Yes, sir. I have it down as your first and your last name at gmail.com. Sorry, at yahoo.com, I apologize. Yeah, it's Yahoo. Yeah, that's right. That's right. Mm-hmm. Okay. Do you want to change... I mean, do you want to cancel the change of coverage itself or just the full policy to not have any benefits with MAU? Yeah. The, uh, uh, I think there's three things I left on there. The two medical things and I think the life insurance. Is that right? Yes, sir. Medical, critical illness and life insurance. Okay. Can I keep just the life insurance or no? Yes, sir. I can change the policy for it to just have your life insurance. Um, and what is the payout? Do you know that? Yes, sir. So for employee, let's see. I believe it's 20,000 but let me double check. Yes, sir. So for employee it's 20,000 up to the age of 64. Once you reach 65, that amount decreases by 25% and it keep doing so every five years. All right. And then the spouses are covered at 2,500. Okay. Yeah, just cancel everything. Um, is it... So just for the purpose of this line being recorded, you stated you would like to cancel your current coverages with MAU Staffing, correct? Yes, ma'am. All set. So cancelations do take seven to 10 business days, so you may see one to two more deductions while it's being completed. Okay. I hope, I hope not though. I don't... 'Cause if- if I'm paying next week, am I still covered or am I... is it canceled today? No, sir. So one to two more deductions will mean one to two more weeks of coverage. Yeah. Why do they take so long to cancel? 'Cause it's not just on our system that it has to cancel. It has to cancel across all of the different carriers as well as your staffing company systems, since they're the only ones that have access to that paycheck. Okay. But should I call them too? And also... It wouldn't speed up the process, to be honest. No. The soonest that it can see this being done will be seven days. The longest will be those 10 days. Okay. All righty. Well, thank you so much. Of course. It was my pleasure. I hope you have a wonderful rest of your day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10-00 Carter. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. I just, um, need to drop my insurance.

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

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Yes, sir. What is the staffing company that you work with?

Speaker speaker_1: Oh, okay. MAU.

Speaker speaker_0: What are the last four digits of your Social?

Speaker speaker_1: 5955.

Speaker speaker_0: Could you please verify your mailing address and date of birth, please?

Speaker speaker_1: Yeah. 302 Crestwood Drive, Somerville, South Carolina 29483. And the date of birth's 5-6-67.

Speaker speaker_0: I have best contact, 843-324-4643 and then the email first and last name at yahoo.com.

Speaker speaker_1: I'm sorry, what'd you say the email was?

Speaker speaker_0: Yes, sir. I have it down as your first and your last name at gmail.com. Sorry, at yahoo.com, I apologize.

Speaker speaker_1: Yeah, it's Yahoo. Yeah, that's right. That's right.

Speaker speaker_0: Mm-hmm. Okay. Do you want to change... I mean, do you want to cancel the change of coverage itself or just the full policy to not have any benefits with MAU?

Speaker speaker_1: Yeah. The, uh, uh, I think there's three things I left on there. The two medical things and I think the life insurance. Is that right?

Speaker speaker_0: Yes, sir. Medical, critical illness and life insurance.

Speaker speaker_1: Okay. Can I keep just the life insurance or no?

Speaker speaker_0: Yes, sir. I can change the policy for it to just have your life insurance.

Speaker speaker_1: Um, and what is the payout? Do you know that?

Speaker speaker_0: Yes, sir. So for employee, let's see. I believe it's 20,000 but let me double check. Yes, sir. So for employee it's 20,000 up to the age of 64. Once you reach 65, that amount decreases by 25% and it keep doing so every five years.

Speaker speaker_1: All right.

Speaker speaker_0: And then the spouses are covered at 2,500.

Speaker speaker_1: Okay. Yeah, just cancel everything.

Speaker speaker_0: Um, is it... So just for the purpose of this line being recorded, you stated you would like to cancel your current coverages with MAU Staffing, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All set. So cancelations do take seven to 10 business days, so you may see one to two more deductions while it's being completed.

Speaker speaker_1: Okay. I hope, I hope not though. I don't... 'Cause if- if I'm paying next week, am I still covered or am I... is it canceled today?

Speaker speaker_0: No, sir. So one to two more deductions will mean one to two more weeks of coverage.

Speaker speaker_1: Yeah. W- why do they take so long to cancel?

Speaker speaker_0: 'Cause it's not just on our system that it has to cancel. It has to cancel across all of the different carriers as well as your staffing company systems, since they're the only ones that have access to that paycheck.

Speaker speaker_1: Okay. But should I call them too?

Speaker speaker_0: And also... It wouldn't speed up the process, to be honest.

Speaker speaker_1: No.

Speaker speaker_0: The soonest that it can see this being done will be seven days. The longest will be those 10 days.

Speaker speaker_1: Okay. All righty. Well, thank you so much.

Speaker speaker_0: Of course. It was my pleasure. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.