

## Transcript: Franchesca

**Baez-4580693735161856-6032507840020480**

### Full Transcript

Thank you for calling Benefit to Know Card. My name is Francesca. How can I assist you today? Yes, this is Dominic. You hear me? You sound a little far away. Hello? Okay, let me check this. Yeah, my name is Dominic. Hello? Yes, sir. How can I assist you? You hear me? Yes, sir. Yeah, my name is Domi- Dominic Francois. I'm working for MAU in March. So I want to enroll me in this benefit when I call. Two things, sir. I do want to clarify the coverage they offer is not Benefit to Know Card. Benefit to Know Card is also your call. What are the last four of your social? Let me repeat that again. So you have to speak with me a little bit slowly, because I'm not, uh, I don't speak English so fast. Yeah, what you say? What are the last four digits of the Social Security number the government provided you? Uh, 5601. 5601. Please verify your mailing address and date of birth. Uh, date of birth is November 29, 1950. November 29, 1950. Yes, sir. I'm still waiting on your address. My address is 1768 Blackthorn Road, Mock's Corner, South Carolina 29461. 1768- May I ask for the number one more? I'm sorry? You got it? 1768 Blackthorn, Blackthorn Wood, Mock's Corner, South Carolina, uh, 29461. I apologize, sir. What are those numbers for? This is the... No, my address number. Okay. I have your phone number as 843-801-9423. Yes. I have your email as your last name, first name, 025 at gmail.com. DFrancois, FrancoisDominic025 at gmail addre- @gmail.com. FrancoisDominic025 at gmail.com. Which plan did you want to be enrolled into? Uh, I can say I have the Stay Healthy and you see Enhance plan is the component one, which I actually is \$29.99. That's for- I'm sorry, sir? You asked me- I... What did you ask me? Which plan do you want to be enrolled into, sir? But then it sounded like you were talking to yourself, so I wasn't sure if you were talking to me. Oh, yes. I, I told you. Stay- Mm-hmm. ... Healthy and you see Enhance plan is the a component, component plan. It's \$29.99. And then dental, dental, after vision, and after accident. Dental, vision, group accident? Yeah. Dental, vision and accident. And which MEC plan is it, sir? I'm sorry, the line is muffled. Is it the MEC stand-alone or the enhance? Enhance, the last one. Okay. So I have you with dental, vision, group accident and MEC enhance. Yes. Dental, vision, accident. So the MEC enhance already comes with a group accident plan. Oh. If you were to enroll the plan separately, you would just be doubling the coverage. The automated enrolled you only in the MEC with no additional group accident. You can just leave this at the accident. So just leave it with only the MEC one, correct? Yes, correct. All right. Did you need me to go over the coverage for any of those plans?... after that you can add life. Okay. Okay, that's it. All right. Did you need me to go over the coverage for any of these plans? Say again? Did you need me to go over the coverage for any of these plans? Oh, no. This one is the one I just want to enroll for. Understood. So you're looking at a total of \$30.90 per paycheck. Do you authorize MAU Staffing to make those deductions for you? Uh, I don't understand. So in order to pay for your health insurance coverage, it is... gets taken out of your paycheck before MAU hands it over to you. Due to this line being recorded,

I'm asking for consent- Yeah, I understand. ... for them to deduct \$30.90- Yeah. ... for the plans you selected. Well, it's going to be... How much it's going to be? \$30.90 per paycheck. Okay. All right. Okay. All right. You can take it from my paycheck. Who would you like to put down as your beneficiary, as the person who, for your life insurance if something happens to you, that will be the ones that get the money? Uh, so you mean the beneficiary name? Yes, sir. I can just put Manushka. I'm going to need your first and last name. Yeah. First name is M-A-N-U-S-H-C-A, Manushka. One more time, I'm sorry? The... Her name is Manushka. M-A-N-U-S-H-C-A. What's the last letter after H? I'm sorry. The last name? No, the last letter after H. H-C-A. All right. And what is the last name? It's the same as you? The last... No. The last name is A-L-C-I-N-E, Alcine. And what is her relationship to you? She is my... She's like an adult but she's, uh... She's like just a bl- daughter. I'm sorry? Just put daughter. Okay, um, like a fiance, girlfriend, husband, a sister, a friend? Manushka Alcine... Oh, no. Just put the M, M before Alcine. Yes, sir. But my question is what is the relationship that she has with you? I said daughter, daughter. She's my daughter. All right. Okay, so you are all set. Please allow one to two weeks for them to start making your deductions for you to see it in that paycheck. When you see the first deductions following Monday is going to be when your coverage becomes effective. That same week of activation, Friday is going to be when your carrier sends out the benefit cards. And I do have to say for the medical, the dental and the vision, that is under section 125 which has an IRS regulation since it will be pre-tax. You cannot make changes or cancellations unless you have a company open enrollment period- Mm-hmm. ... personal open enrollment period or a qualified life event. Yes, ma'am. All right, so you are all set. Was there anything else we can assist you with today? No, I think, um, you are correct. I'm sorry? I think you, you, you are right. Okay, so you are all set, sir. And I'm not sure- Is there anything else? ... I don't know. Understood. All right. Thank you for calling. All right. Well, thank you so much for using Open Call Center. I hope you have a wonderful rest of your day. All right. So when you gonna take... When you gonna start to take money from my paycheck? As discussed previously, sir, allow one to two weeks for them to start making those deductions. We don't have access to your pay stub, only your staffing company does. Ah, okay, okay. Yes, sir. Okay, thank you and bye-bye. You're welcome. Goodbye, sir. All right. Goodbye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefit to Know Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yes, this is Dominic. You hear me?

Speaker speaker\_0: You sound a little far away.

Speaker speaker\_1: Hello? Okay, let me check this. Yeah, my name is Dominic. Hello?

Speaker speaker\_0: Yes, sir. How can I assist you?

Speaker speaker\_1: You hear me?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Yeah, my name is Domi- Dominic Francois. I'm working for MAU in March. So I want to enroll me in this benefit when I call.

Speaker speaker\_0: Two things, sir. I do want to clarify the coverage they offer is not Benefit to Know Card. Benefit to Know Card is also your call. What are the last four of your social?

Speaker speaker\_1: Let me repeat that again. So you have to speak with me a little bit slowly, because I'm not, uh, I don't speak English so fast. Yeah, what you say?

Speaker speaker\_0: What are the last four digits of the Social Security number the government provided you?

Speaker speaker\_1: Uh, 5601. 5601.

Speaker speaker\_0: Please verify your mailing address and date of birth.

Speaker speaker\_1: Uh, date of birth is November 29, 1950. November 29, 1950.

Speaker speaker\_0: Yes, sir. I'm still waiting on your address.

Speaker speaker\_1: My address is 1768 Blackthorn Road, Mock's Corner, South Carolina 29461. 1768-

Speaker speaker\_0: May I ask for the number one more? I'm sorry?

Speaker speaker\_1: You got it? 1768 Blackthorn, Blackthorn Wood, Mock's Corner, South Carolina, uh, 29461.

Speaker speaker\_0: I apologize, sir. What are those numbers for?

Speaker speaker\_1: This is the... No, my address number.

Speaker speaker\_0: Okay. I have your phone number as 843-801-9423.

Speaker speaker\_1: Yes.

Speaker speaker\_0: I have your email as your last name, first name, 025 at gmail.com.

Speaker speaker\_1: DFrancois, FrancoisDominic025 at gmail addre- @gmail.com. FrancoisDominic025 at gmail.com. Which plan did you want to be enrolled into? Uh, I can say I have the Stay Healthy and you see Enhance plan is the component one, which I actually is \$29.99. That's for-

Speaker speaker\_0: I'm sorry, sir?

Speaker speaker\_1: You asked me-

Speaker speaker\_0: I...

Speaker speaker\_1: What did you ask me?

Speaker speaker\_0: Which plan do you want to be enrolled into, sir? But then it sounded like you were talking to yourself, so I wasn't sure if you were talking to me.

Speaker speaker\_1: Oh, yes. I, I told you. Stay-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... Healthy and you see Enhance plan is the a component, component plan. It's \$29.99. And then dental, dental, after vision, and after accident.

Speaker speaker\_0: Dental, vision, group accident?

Speaker speaker\_1: Yeah. Dental, vision and accident.

Speaker speaker\_0: And which MEC plan is it, sir? I'm sorry, the line is muffled. Is it the MEC stand-alone or the enhance?

Speaker speaker\_1: Enhance, the last one.

Speaker speaker\_0: Okay. So I have you with dental, vision, group accident and MEC enhance.

Speaker speaker\_1: Yes. Dental, vision, accident.

Speaker speaker\_0: So the MEC enhance already comes with a group accident plan.

Speaker speaker\_1: Oh.

Speaker speaker\_0: If you were to enroll the plan separately, you would just be doubling the coverage. The automated enrolled you only in the MEC with no additional group accident.

Speaker speaker\_1: You can just leave this at the accident.

Speaker speaker\_0: So just leave it with only the MEC one, correct?

Speaker speaker\_1: Yes, correct.

Speaker speaker\_0: All right. Did you need me to go over the coverage for any of those plans?

Speaker speaker\_1: ... after that you can add life.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay, that's it.

Speaker speaker\_0: All right. Did you need me to go over the coverage for any of these plans?

Speaker speaker\_1: Say again?

Speaker speaker\_0: Did you need me to go over the coverage for any of these plans?

Speaker speaker\_1: Oh, no. This one is the one I just want to enroll for.

Speaker speaker\_0: Understood. So you're looking at a total of \$30.90 per paycheck. Do you authorize MAU Staffing to make those deductions for you?

Speaker speaker\_1: Uh, I don't understand.

Speaker speaker\_0: So in order to pay for your health insurance coverage, it is... gets taken out of your paycheck before MAU hands it over to you. Due to this line being recorded, I'm asking for consent-

Speaker speaker\_1: Yeah, I understand.

Speaker speaker\_0: ... for them to deduct \$30.90-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... for the plans you selected.

Speaker speaker\_1: Well, it's going to be... How much it's going to be?

Speaker speaker\_0: \$30.90 per paycheck.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right.

Speaker speaker\_1: You can take it from my paycheck.

Speaker speaker\_0: Who would you like to put down as your beneficiary, as the person who, for your life insurance if something happens to you, that will be the ones that get the money?

Speaker speaker\_1: Uh, so you mean the beneficiary name?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: I can just put Manushka.

Speaker speaker\_0: I'm going to need your first and last name.

Speaker speaker\_1: Yeah. First name is M-A-N-U-S-H-C-A, Manushka.

Speaker speaker\_0: One more time, I'm sorry?

Speaker speaker\_1: The... Her name is Manushka. M-A-N-U-S-H-C-A.

Speaker speaker\_0: What's the last letter after H? I'm sorry.

Speaker speaker\_1: The last name?

Speaker speaker\_0: No, the last letter after H.

Speaker speaker\_1: H-C-A.

Speaker speaker\_0: All right. And what is the last name? It's the same as you?

Speaker speaker\_1: The last... No. The last name is A-L-C-I-N-E, Alcine.

Speaker speaker\_0: And what is her relationship to you?

Speaker speaker\_1: She is my... She's like an adult but she's, uh... She's like just a bl-daughter.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Just put daughter.

Speaker speaker\_0: Okay, um, like a fiance, girlfriend, husband, a sister, a friend?

Speaker speaker\_1: Manushka Alcine... Oh, no. Just put the M, M before Alcine.

Speaker speaker\_0: Yes, sir. But my question is what is the relationship that she has with you?

Speaker speaker\_1: I said daughter, daughter. She's my daughter.

Speaker speaker\_0: All right. Okay, so you are all set. Please allow one to two weeks for them to start making your deductions for you to see it in that paycheck. When you see the first deductions following Monday is going to be when your coverage becomes effective. That same week of activation, Friday is going to be when your carrier sends out the benefit cards. And I do have to say for the medical, the dental and the vision, that is under section 125 which has an IRS regulation since it will be pre-tax. You cannot make changes or cancellations unless you have a company open enrollment period-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... personal open enrollment period or a qualified life event.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All right, so you are all set. Was there anything else we can assist you with today?

Speaker speaker\_1: No, I think, um, you are correct.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: I think you, you, you are right.

Speaker speaker\_0: Okay, so you are all set, sir.

Speaker speaker\_1: And I'm not sure-

Speaker speaker\_0: Is there anything else?

Speaker speaker\_1: ... I don't know.

Speaker speaker\_0: Understood.

Speaker speaker\_1: All right. Thank you for calling.

Speaker speaker\_0: All right. Well, thank you so much for using Open Call Center. I hope you have a wonderful rest of your day.

Speaker speaker\_1: All right. So when you gonna take... When you gonna start to take money from my paycheck?

Speaker speaker\_0: As discussed previously, sir, allow one to two weeks for them to start making those deductions. We don't have access to your pay stub, only your staffing company does.

Speaker speaker\_1: Ah, okay, okay.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Okay, thank you and bye-bye.

Speaker speaker\_0: You're welcome. Goodbye, sir.

Speaker speaker\_1: All right. Goodbye.