

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Accommodation. This is Francesca. How can I assist you today? Um, I was trying to change my plan around. What type of company do you work with? Uh, Carlton Staffing. Can I ask for your first and last name? 8456, uh, name Corin Brown. Please verify your mailing address and date of birth to make sure I'm in the right account. Uh, 24500 Wildwood Park Road, Richmond, Jersey. It's 12/09/99. Date of birth? Date of birth, 12/09/99. We have best contact 850-376-6987, same as one you called on. Yeah. We have your email down as quantiperabown10@gmail.com. Yeah. We show we have pending enrollment for MEC Preventative. What changes did you want to make? I wanted to take that off, the one that they got on there. So you just want to- And I want- ... cancel benefits in general? Yeah, I want to can- yeah, I want to cancel that, and then I, I wanted to add, um, dental and vision. Okay. So you only want to be enrolled into dental and vision? Yeah. Any other plan- No. ... aside from those two? You said what? Yes, sir. I'm confirming that you only want to be enrolled into dental and vision? Yeah, yeah, yeah. And I was trying to- And then I want to- ... see, like, how- Go ahead. I was trying to see how, how much it would be, um, off my check. Okay. And only those two plans, right? No other plan? Yeah. Yeah. So this will be for employee only or are you putting a child or spouse dependent on it? No, just for me. So the dental is \$3.64. Vision is \$2.15. For both of them you're looking at \$5.79 per paycheck. You say five what? 5.79 per paycheck. Per paycheck. And then, like, with the, um, with the, um, how fast would I be able to use 'em? Our enrollments take one to two weeks for your employer to send me confirmative actions. And then following Monday of the deduction, coverage becomes effective, same week of activation. Friday, the carrier send out those benefit cards through mail. Through mail? All right. And do you, do you guys got my apartment number, the, um, for the mail? 4312. Yeah, 4312. Okay, yeah. All right. Do you want me to- You said what? I apologize, Mr. Brown. I was gonna ask if you wanted me to submit that enrollment for dental and vision? Yeah, yeah, yeah. Okay. And then just because the line is recorded, do you authorize Carlton Staffing to make the deduction of \$5.79 for your dental and vision plan? You said \$5.00. \$5.79. 5.79. Yeah, yeah. Yeah, that's good. Please be advised both plans are under Section 125, which means that they're gonna be taking out pre-tax. Due to them being tax free, the IRS has restrictions where you're not able to make deductions or cancellations or changes to your policy unless you have a company open enrollment period or personal enrollment period or a qualified life event. Mm-hmm. All right. Um, so it's gonna take that one to two week after the fees cost. Was there anything else that we can assist you with today? Oh, no, that was it. All right. I do hope you have a wonderful rest of your day. Thank you for your time today. Oh, thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Accommodation. This is Francesca. How can I assist you today?

Speaker speaker_1: Um, I was trying to change my plan around.

Speaker speaker_0: What type of company do you work with?

Speaker speaker_1: Uh, Carlton Staffing.

Speaker speaker_0: Can I ask for your first and last name?

Speaker speaker_1: 8456, uh, name Corin Brown.

Speaker speaker_0: Please verify your mailing address and date of birth to make sure I'm in the right account.

Speaker speaker_1: Uh, 24500 Wildwood Park Road, Richmond, Jersey. It's 12/09/99.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Date of birth, 12/09/99.

Speaker speaker_0: We have best contact 850-376-6987, same as one you called on.

Speaker speaker_1: Yeah.

Speaker speaker_0: We have your email down as quantiperabown10@gmail.com.

Speaker speaker_1: Yeah.

Speaker speaker_0: We show we have pending enrollment for MEC Preventative. What changes did you want to make?

Speaker speaker_1: I wanted to take that off, the one that they got on there.

Speaker speaker_0: So you just want to-

Speaker speaker_1: And I want-

Speaker speaker_0: ... cancel benefits in general?

Speaker speaker_1: Yeah, I want to can- yeah, I want to cancel that, and then I, I wanted to add, um, dental and vision.

Speaker speaker_0: Okay. So you only want to be enrolled into dental and vision?

Speaker speaker_1: Yeah.

Speaker speaker_0: Any other plan-

Speaker speaker_1: No.

Speaker speaker_0: ... aside from those two?

Speaker speaker_1: You said what?

Speaker speaker_0: Yes, sir. I'm confirming that you only want to be enrolled into dental and vision?

Speaker speaker_1: Yeah, yeah, yeah. And I was trying to-

Speaker speaker_0: And then I want to-

Speaker speaker_1: ... see, like, how-

Speaker speaker_0: Go ahead.

Speaker speaker_1: I was trying to see how, how much it would be, um, off my check.

Speaker speaker_0: Okay. And only those two plans, right? No other plan?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: So this will be for employee only or are you putting a child or spouse dependent on it?

Speaker speaker_1: No, just for me.

Speaker speaker_0: So the dental is \$3.64. Vision is \$2.15. For both of them you're looking at \$5.79 per paycheck.

Speaker speaker_1: You say five what?

Speaker speaker_0: 5.79 per paycheck.

Speaker speaker_1: Per paycheck. And then, like, with the, um, with the, um, how fast would I be able to use 'em?

Speaker speaker_0: Our enrollments take one to two weeks for your employer to send me confirmative actions. And then following Monday of the deduction, coverage becomes effective, same week of activation. Friday, the carrier send out those benefit cards through mail.

Speaker speaker_1: Through mail? All right. And do you, do you guys got my apartment number, the, um, for the mail?

Speaker speaker_0: 4312.

Speaker speaker_1: Yeah, 4312. Okay, yeah. All right.

Speaker speaker_0: Do you want me to-

Speaker speaker_1: You said what?

Speaker speaker_0: I apologize, Mr. Brown. I was gonna ask if you wanted me to submit that enrollment for dental and vision?

Speaker speaker_1: Yeah, yeah, yeah.

Speaker speaker_0: Okay. And then just because the line is recorded, do you authorize Carlton Staffing to make the deduction of \$5.79 for your dental and vision plan?

Speaker speaker_1: You said \$5.00.

Speaker speaker_0: \$5.79. 5.79.

Speaker speaker_1: Yeah, yeah. Yeah, that's good.

Speaker speaker_0: Please be advised both plans are under Section 125, which means that they're gonna be taking out pre-tax. Due to them being tax free, the IRS has restrictions where you're not able to make deductions or cancellations or changes to your policy unless you have a company open enrollment period or personal enrollment period or a qualified life event.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. Um, so it's gonna take that one to two week after the fees cost. Was there anything else that we can assist you with today?

Speaker speaker_1: Oh, no, that was it.

Speaker speaker_0: All right. I do hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Oh, thank you.

Speaker speaker_0: Bye-bye.