

## **Transcript: Francesca**

**Baez-5726266354352128-4851951807283200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Uh, yeah, my name's Cody Spell. Um, I was calling about the open enrollment 'cause I wanted to make some changes to my coverage. What staffing company do you work with? MAU. What are the last four of your Social? 8744. Could you please verify your mailing address and date of birth to make sure I have the right account in front of me? 2470 Georgia Highway 56 North Waynesboro, Georgia 30830, and my date of birth is 10/17/1986. Can I have the best phone number to reach you down as 706-551-1581? Yeah, that's it. And I have your email down as axpierouspell@gmail.com? Yes. Okay. And what changes were you looking to make to your current benefits? Well, I was wanting to get rid of everything except for the medical, vision and dental. Okay. So we'll be taking out shortened disability term life, critical illness group accident, behavior health and ID expert. Um, once again, as you said, leaving only the medical plan, the vision and the dental plan, only those three. Correct? Yes. So you will be looking at \$15.12 per paycheck for the new deductions. You authorize MAU Staffing to make that new deduction? Yes. All right. Cancellations, it takes seven to ten business days to process through. All right, I appreciate- Once you see the very f... Of course, sir. Um, I was gonna say, once you see the first deduction change, that mean that following that Monday, the rest of the remaining benefits will by ending and canceled. And that will mean you have one to two more weeks of coverage with them. All right. Thank you. Of course. My pleasure. I do have to just give you a reminder. All three of those plans are under Section 125, which is regulated by the IRS. It means that those three plans are gonna be deducted out of your pay still prior to tax deduction. It also means that it will have the restriction of no changes, cancellations, unless you have an open enrollment period, whether it's personal or company-wise like you have today. As well as you cannot make those changes or cancellations unless you have the qualified life event will be the second condition in which you could- All right. All right. Was there anything else we can assist you with today? Uh, that'll be it. All right. I just thank you so much for your time and hope you have a wonderful rest of your day. All right. Appreciate it.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits ... My name is Francesca. How can I assist you today?

Speaker speaker\_2: Uh, yeah, my name's Cody Spell. Um, I was calling about the open enrollment 'cause I wanted to make some changes to my coverage.

Speaker speaker\_1: What staffing company do you work with?

Speaker speaker\_2: MAU.

Speaker speaker\_1: What are the last four of your Social?

Speaker speaker\_2: 8744.

Speaker speaker\_1: Could you please verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker\_2: 2470 Georgia Highway 56 North Waynesboro, Georgia 30830, and my date of birth is 10/17/1986.

Speaker speaker\_1: Can I have the best phone number to reach you down as 706-551-1581?

Speaker speaker\_2: Yeah, that's it.

Speaker speaker\_1: And I have your email down as axpierouspell@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And what changes were you looking to make to your current benefits?

Speaker speaker\_2: Well, I was wanting to get rid of everything except for the medical, vision and dental.

Speaker speaker\_1: Okay. So we'll be taking out shortened disability term life, critical illness group accident, behavior health and ID expert. Um, once again, as you said, leaving only the medical plan, the vision and the dental plan, only those three. Correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: So you will be looking at \$15.12 per paycheck for the new deductions. You authorize MAU Staffing to make that new deduction?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Cancellations, it takes seven to ten business days to process through.

Speaker speaker\_2: All right, I appreciate-

Speaker speaker\_1: Once you see the very f... Of course, sir. Um, I was gonna say, once you see the first deduction change, that mean that following that Monday, the rest of the remaining benefits will by ending and canceled. And that will mean you have one to two more weeks of coverage with them.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: Of course. My pleasure. I do have to just give you a reminder. All three of those plans are under Section 125, which is regulated by the IRS. It means that those three plans are gonna be deducted out of your pay still prior to tax deduction. It also means that it will have the restriction of no changes, cancellations, unless you have an open enrollment period, whether it's personal or company-wise like you have today. As well as you cannot make those changes or cancellations unless you have the qualified life event will be the second condition in which you could-

Speaker speaker\_2: All right.

Speaker speaker\_1: All right. Was there anything else we can assist you with today?

Speaker speaker\_2: Uh, that'll be it.

Speaker speaker\_1: All right. I just thank you so much for your time and hope you have a wonderful rest of your day.

Speaker speaker\_2: All right. Appreciate it.