

## **Transcript: Francesca**

**Baez-6656973665517568-4581311198838784**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca Benefits and I called looking to speak with Mr. Matt Cain on behalf of MAU Staffing. Hey, this is he. Yes, sir. We're giving you a call regarding the health insurance form that you filled out March 7th, which you selected a medical and group accident plan for yourself and child, but didn't put the child's information. Hmm. Yes, sir. Okay. I was going to see if maybe you decided to not process the enrollment and hold off on it, or if you just forgot to put in his information? His plan is called Plan E. Yeah, uh, no, I didn't want... I had changed my mind about putting it on my son as well. Okay, so you want me to decline the coverage for now instead and leave you with no enrollment for now? No, just, just do the one for me. Okay, so just enroll you into that medical preventative and group accident plan? Mm-hmm. All right, so it's going to be \$15... I mean, \$11, sorry, and 50 cents per paycheck once you start working. Do you authorize MAU Staffing to make those deductions for you once you start working? Yes. All right, and then the medical plan is under Section 125, which means that you won't be paying any taxes on it. However, it does have an IRS restriction on it. Okay, that's what she was ... talking about. This, you know, type... Sorry, due to no taxes being paid on it, you're not going to be able to cancel or make changes to it unless you have an open enrollment period, personal or company wise, or have a qualified life event. Okay. All right, so you are all set. Do you have any questions for me regarding this? Nope. All right, well, thank you so much for your time and I appreciate you taking my call today. Have a great day. You as well. Thank you. My pleasure. Goodbye.

### **Conversation Format**

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

Speaker speaker\_1: Good morning. My name is Francesca Benefits and I called looking to speak with Mr. Matt Cain on behalf of MAU Staffing.

Speaker speaker\_2: Hey, this is he.

Speaker speaker\_1: Yes, sir. We're giving you a call regarding the health insurance form that you filled out March 7th, which you selected a medical and group accident plan for yourself and child, but didn't put the child's information.

Speaker speaker\_2: Hmm.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I was going to see if maybe you decided to not process the enrollment and hold off on it, or if you just forgot to put in his information?

Speaker speaker\_3: His plan is called Plan E.

Speaker speaker\_2: Yeah, uh, no, I didn't want... I had changed my mind about putting it on my son as well.

Speaker speaker\_1: Okay, so you want me to decline the coverage for now instead and leave you with no enrollment for now?

Speaker speaker\_2: No, just, just do the one for me.

Speaker speaker\_1: Okay, so just enroll you into that medical preventative and group accident plan?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right, so it's going to be \$15... I mean, \$11, sorry, and 50 cents per paycheck once you start working. Do you authorize MAU Staffing to make those deductions for you once you start working?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right, and then the medical plan is under Section 125, which means that you won't be paying any taxes on it. However, it does have an IRS restriction on it.

Speaker speaker\_2: Okay, that's what she was ... talking about.

Speaker speaker\_1: This, you know, type... Sorry, due to no taxes being paid on it, you're not going to be able to cancel or make changes to it unless you have an open enrollment period, personal or company wise, or have a qualified life event.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right, so you are all set. Do you have any questions for me regarding this?

Speaker speaker\_2: Nope.

Speaker speaker\_1: All right, well, thank you so much for your time and I appreciate you taking my call today. Have a great day.

Speaker speaker\_2: You as well. Thank you.

Speaker speaker\_1: My pleasure. Goodbye.