

## **Transcript: Justin**

**Mills-5029407678185472-5013545357328384**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? It's Avianna Harrison. Um, I was calling to see if I have benefits on the card, in a card from my job. Yeah. Uh, what's that staffing agency you work for? Um, MAU Workforce Solutions. And the last four of your Social? 9327. And what was your last name? Harrison. H-A-R-R-I-S-O-N. Yep. And for security purposes, could you verify your home address, including city, state and zip code, Avianna? 1250 17th Street. 1-7 Northeast Paris, Texas. 75460. And your date of birth? 08-17-2006. And a good telephone number I have is 903-491-6055? Yes, sir. And the email I have is aviannaharrison06@gmail.com? Yes, sir. Okay, so looking at the file, it looks like you're not c- you're not currently enrolled into anything through MAU. Um, looking at the file, I do see a document submitted October 12th of 2024, um, where you chose to, not to participate. Um, okay. So, how can I choose to participate? Or, like- Uh- ... uh, could you change that? Are you able to change that for me? Well, did you recently just start with MAU, like a new assignment or something? No. I, I started with MAU, I just, um, I didn't know that I didn't put any... I didn't know that I p- put nothing, like, uh, for it to be taken out of, because there are, they are taking out some- something. Uh, two things out of my check, so I thought that was one of them. Okay. Um, well, since I stated you're not currently enrolled into anything through us, um, so those deductions aren't coming from us at Benefits in a Card, so I'd reach out to payroll specifically to verify w- where those deductions are coming from. However, looking at the file, um, since you stated that you haven't started a new assignment since October, you are outside of your personal open enrollment period, which is 30 days from your first paycheck. Um, so unfortunately, I wouldn't be able to enroll you right now unless you experienced a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or waiting until MAU's next open enrollment period, which is sometime in December. Okay. You good? Okay. Thank you. Um, what's the- Was there anything else You're good today? um, no, si- no, sir. Thank you. Awesome. Well, you have a wonderful day, okay? Okay. All right, bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: It's Avianna Harrison. Um, I was calling to see if I have benefits on the card, in a card from my job.

Speaker speaker\_0: Yeah. Uh, what's that staffing agency you work for?

Speaker speaker\_1: Um, MAU Workforce Solutions.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 9327.

Speaker speaker\_0: And what was your last name?

Speaker speaker\_1: Harrison. H-A-R-R-I-S-O-N.

Speaker speaker\_0: Yep. And for security purposes, could you verify your home address, including city, state and zip code, Avianna?

Speaker speaker\_1: 1250 17th Street. 1-7 Northeast Paris, Texas. 75460.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 08-17-2006.

Speaker speaker\_0: And a good telephone number I have is 903-491-6055?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is aviannaharrison06@gmail.com?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay, so looking at the file, it looks like you're not c- you're not currently enrolled into anything through MAU. Um, looking at the file, I do see a document submitted October 12th of 2024, um, where you chose to, not to participate.

Speaker speaker\_1: Um, okay. So, how can I choose to participate? Or, like-

Speaker speaker\_0: Uh-

Speaker speaker\_1: ... uh, could you change that? Are you able to change that for me?

Speaker speaker\_0: Well, did you recently just start with MAU, like a new assignment or something?

Speaker speaker\_1: No. I, I started with MAU, I just, um, I didn't know that I didn't put any... I didn't know that I p- put nothing, like, uh, for it to be taken out of, because there are, they are taking out some- something. Uh, two things out of my check, so I thought that was one of them.

Speaker speaker\_0: Okay. Um, well, since I stated you're not currently enrolled into anything through us, um, so those deductions aren't coming from us at Benefits in a Card, so I'd reach out to payroll specifically to verify w- where those deductions are coming from. However, looking at the file, um, since you stated that you haven't started a new assignment since October, you are outside of your personal open enrollment period, which is 30 days from your first paycheck. Um, so unfortunately, I wouldn't be able to enroll you right now unless you experienced a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child or involuntary loss of coverage, or waiting until MAU's next open

enrollment period, which is sometime in December.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You good?

Speaker speaker\_1: Okay. Thank you. Um, what's the-

Speaker speaker\_0: Was there anything else

Speaker speaker\_2: You're good today?

Speaker speaker\_1: um, no, si- no, sir. Thank you.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right, bye-bye.

Speaker speaker\_1: Bye-bye.