

Transcript: Justin

Mills-5179051115855872-5785899930009600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, yeah, I need to remove some of my insurance coverage. Okay. What's the name of the policy you're applying for? Full coverage tax form MAU. And the last four of your Social? 9444. And your first and last name? Timothy Mills. Hm. And for security purposes, could you verify your home address, including city, state and zip code? 5 Durmas Court, Taylor, South Carolina 29687. And confirm your date of birth. 11/9/80. And a good telephone number have as 202-2672. That's it. And the email I have is BTimothyW@gmail? Yes. Okay, so let's see here. So looking at note history, you actually called yesterday to change your coverage. Uh, what- I did. ... helped you get that coverage? Um, so I called yesterday, but I, I decided... I was trying to figure out if I bumped up to the plus and all that kind of stuff, if it would cover a medication that I take, and it doesn't. So none of it's going to do what I really need it for, so I just want to... And I need the money at the moment, so I just want to take off everything but the short-term disability, just in case I get hurt. Okay, so let's see here. So the current deductions right now- Actually, the life too. Keep the life as well? Okay. Yeah. So the current deductions right now with the MEC standalone, which was the medical plan, the group accident- Mm-hmm. ... short-term disability, critical illness, term life, ID experts, and behavioral health was \$23.67. However, dropping everything but the disability and the term life... Let's see here. Would make your new total deduction \$6.13 per week. Okay. Do you authorize MAU to make that deduction for you? I do. Okay. So I'm going to save that. And I have... And who do you want to put down as your beneficiary for the term life? Uh, my sister, Amy Carver. Amy Carver, okay. Sibling. Let's have a look. So I do want to let you know that this pending enrollment will take one to two weeks to go through. Yes. And whenever you witness that first payroll deduction of the \$6.13 come off your paycheck, that's how you know everything was dropped from the coverage except the disability- All right. ... and the term life, okay? Okay. Okay. But other than that, is there anything else I could help you out with today? That's it, man. I appreciate it. You're welcome. You have a great day, okay? You too. All right, bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yeah, I need to remove some of my insurance coverage.

Speaker speaker_1: Okay. What's the name of the policy you're applying for?

Speaker speaker_2: Full coverage tax form MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9444.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Timothy Mills.

Speaker speaker_1: Hm. And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_2: 5 Durmas Court, Taylor, South Carolina 29687.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 11/9/80.

Speaker speaker_1: And a good telephone number have as 202-2672.

Speaker speaker_2: That's it.

Speaker speaker_1: And the email I have is BTimothyW@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So looking at note history, you actually called yesterday to change your coverage. Uh, what-

Speaker speaker_2: I did.

Speaker speaker_1: ... helped you get that coverage?

Speaker speaker_2: Um, so I called yesterday, but I, I decided... I was trying to figure out if I bumped up to the plus and all that kind of stuff, if it would cover a medication that I take, and it doesn't. So none of it's going to do what I really need it for, so I just want to... And I need the money at the moment, so I just want to take off everything but the short-term disability, just in case I get hurt.

Speaker speaker_1: Okay, so let's see here. So the current deductions right now-

Speaker speaker_2: Actually, the life too.

Speaker speaker_1: Keep the life as well? Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: So the current deductions right now with the MEC standalone, which was the medical plan, the group accident-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... short-term disability, critical illness, term life, ID experts, and behavioral health was \$23.67. However, dropping everything but the disability and the term life... Let's see here. Would make your new total deduction \$6.13 per week.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you authorize MAU to make that deduction for you?

Speaker speaker_2: I do.

Speaker speaker_1: Okay. So I'm going to save that. And I have... And who do you want to put down as your beneficiary for the term life?

Speaker speaker_2: Uh, my sister, Amy Carver.

Speaker speaker_1: Amy Carver, okay. Sibling. Let's have a look. So I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_2: Yes.

Speaker speaker_1: And whenever you witness that first payroll deduction of the \$6.13 come off your paycheck, that's how you know everything was dropped from the coverage except the disability-

Speaker speaker_2: All right.

Speaker speaker_1: ... and the term life, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. But other than that, is there anything else I could help you out with today?

Speaker speaker_2: That's it, man. I appreciate it.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.

Speaker speaker_2: Bye.