

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Um, I'm Dylan Solosie. I work for ManCan. I was just calling to see if I could get dental benefits. Yeah. Let me check on that. Uh, ManCan, what's the last four of your social? Uh, 4466. And your first and last name? Dylan Solosie. I can spell that if you need to. I got you pulled up here, and for security purposes, could you verify your home address, including city, state and zip code? Yeah. Uh, 10595 Porter Street, uh, South Fulton, Ohio 44614. And your date of birth? Uh, January 29th, 2004. And a good telephone number have is 330-500-9121. Yep. And the email I have is asher.solosie@gmail? Yep. Okay. So just dental for employee only? Uh, yeah. And it's actually vision, too. Okay, so dental and vision. Okay. So doing dental and vision for employee only. Anything else? Uh, no, that's all. So doing those two for employee only would make your total deduction \$5.37 per week. Do you authorize ManCan to make the deduction for you? Yeah, that's fine. Okay. Let's see here. Now I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$5.37 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that ManCan is a Section 125 client. So what Section 125 is, it's an IRS code, which means- Mm-hmm. ... employees could pay their premiums with pre-tax dollars. But that also means you must stay in these elections until the next company open enrollment period, or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Dylan, is there anything else I can assist you with today? Uh, no. Awesome. Well, thank you for calling Benefits and a Card, and hope you have a wonderful day. Okay? You, too. All right. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Um, I'm Dylan Solosie. I work for ManCan. I was just calling to see if I could get dental benefits.

Speaker speaker_0: Yeah. Let me check on that. Uh, ManCan, what's the last four of your social?

Speaker speaker_1: Uh, 4466.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Dylan Solosie. I can spell that if you need to.

Speaker speaker_0: I got you pulled up here, and for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Yeah. Uh, 10595 Porter Street, uh, South Fulton, Ohio 44614.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, January 29th, 2004.

Speaker speaker_0: And a good telephone number have is 330-500-9121.

Speaker speaker_1: Yep.

Speaker speaker_0: And the email I have is asher.solosie@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. So just dental for employee only?

Speaker speaker_1: Uh, yeah. And it's actually vision, too.

Speaker speaker_0: Okay, so dental and vision. Okay. So doing dental and vision for employee only. Anything else?

Speaker speaker_1: Uh, no, that's all.

Speaker speaker_0: So doing those two for employee only would make your total deduction \$5.37 per week. Do you authorize ManCan to make the deduction for you?

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_0: Okay. Let's see here. Now I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$5.37 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that ManCan is a Section 125 client. So what Section 125 is, it's an IRS code, which means-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... employees could pay their premiums with pre-tax dollars. But that also means you must stay in these elections until the next company open enrollment period, or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Dylan, is there anything else I can assist you with today?

Speaker speaker_1: Uh, no.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and hope you have a wonderful day. Okay?

Speaker speaker_1: You, too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye.