

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded... Hello. ... for quality assurance purposes. Yo. Thank you for calling Benefits Center Card, this is Justin. How can I help you today? Hey, this is Carleen. I just got a call from someone saying that I didn't have all my benefits. Also the, um, dental employee. Hello? I'm still here. Um, was there a voicemail left? Yes, sir. Okay. What's the staffing agency you work for? Um, MAU. And your last name and social? They left me a voicemail. 0719. And what were your first and last name? Carleen Fogel. And for security purposes, can you verify your home address, including city, state and zip code? Um, 833 Santee River Road, Santee, South Carolina, 29142. And confirm your date of birth? April 24th, 1992. And a good telephone number to have is 759-1120. Yes, sir. My email address is carlenfogel92outlook@... Yes, sir. Okay. Um, checking no history, I do see there was an outbound call too, regarding an enrollment form we received from MAU. . Where you elected dental for employee plus child but forgot the, the dependent information. So, we were just calling to obtain the dependent information to process the enrollment. Um, as of now, you are enrolled into employee only coverage for dental. Did you want to change it back to employee plus child, or keep it with employee only? Um, I want to enroll it in... With the kids also. Okay. Let's see here. Let me switch it to employee plus child coverage. For dental it would be \$9.30 for employee plus child. That's all right. Authorize MAU to make that deduction for you? Yes, sir. Okay, I'm going to save that and add your dependents down real quick. What's the child's first name? Kshauana Abraham. K-H-S-H-A-U-N-A. And what was the last name? Abraham. And do you have the social? Um, one second. Give me one second, sir. I don't want to be hit by these calls. Um, her social is... Um, social... Her social is 657-28-9712. And her date of birth? April 21st, 2008. Giving my thought. Is there another child? Yes, sir. Um, Mykayla Abraham. M-C-K-A-Y-L-A? No, it's M-Y-K-A-Y-L-A Abraham. And her social? Her social is... One second, I have to get all this out of my phone. Social is... No, it isn't there. One second. Her social is 655-36-9673. And her date of birth? November 15th, 2010. Is there another child? Yes, Levi Abraham. His social? His social is 392-93-0546. And his date of birth? February 8, 2019. Is there another child? No, sir, that's it. Okay. Um, so 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 reduction of the \$9.30 come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I see that MAU is a section 125 client. So, what section 125 is, it's an IRS code, which means employees can 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. But other than that, is there anything else I could help you out

with today? No, sir. Okay. Well, thank you for calling Benefits Center. I hope you have a wonderful day, all right? Thank you. So have you. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded...

Speaker speaker_1: Hello.

Speaker speaker_0: ... for quality assurance purposes.

Speaker speaker_1: Yo.

Speaker speaker_2: Thank you for calling Benefits Center Card, this is Justin. How can I help you today?

Speaker speaker_1: Hey, this is Carleen. I just got a call from someone saying that I didn't have all my benefits. Also the, um, dental employee. Hello?

Speaker speaker_2: I'm still here. Um, was there a voicemail left?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um, MAU.

Speaker speaker_2: And your last name and social?

Speaker speaker_1: They left me a voicemail. 0719.

Speaker speaker_2: And what were your first and last name?

Speaker speaker_1: Carleen Fogel.

Speaker speaker_2: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_1: Um, 833 Santee River Road, Santee, South Carolina, 29142.

Speaker speaker_2: And confirm your date of birth?

Speaker speaker_1: April 24th, 1992.

Speaker speaker_2: And a good telephone number to have is 759-1120.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: My email address is carlenfogel92outlook@...

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Um, checking no history, I do see there was an outbound call too, regarding an enrollment form we received from MAU.

Speaker speaker_1: .

Speaker speaker_2: Where you elected dental for employee plus child but forgot the, the dependent information. So, we were just calling to obtain the dependent information to process the enrollment. Um, as of now, you are enrolled into employee only coverage for dental. Did you want to change it back to employee plus child, or keep it with employee only?

Speaker speaker_1: Um, I want to enroll it in... With the kids also.

Speaker speaker_2: Okay. Let's see here. Let me switch it to employee plus child coverage. For dental it would be \$9.30 for employee plus child.

Speaker speaker_1: That's all right.

Speaker speaker_2: Authorize MAU to make that deduction for you?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, I'm going to save that and add your dependents down real quick. What's the child's first name?

Speaker speaker_1: Kshauana Abraham. K-H-S-H-A-U-N-A.

Speaker speaker_2: And what was the last name?

Speaker speaker_1: Abraham.

Speaker speaker_2: And do you have the social?

Speaker speaker_1: Um, one second. Give me one second, sir. I don't want to be hit by these calls. Um, her social is... Um, social... Her social is 657-28-9712.

Speaker speaker_2: And her date of birth?

Speaker speaker_1: April 21st, 2008. Giving my thought.

Speaker speaker_2: Is there another child?

Speaker speaker_1: Yes, sir. Um, Mykayla Abraham.

Speaker speaker_2: M-C-K-A-Y-L-A?

Speaker speaker_1: No, it's M-Y-K-A-Y-L-A Abraham.

Speaker speaker_2: And her social?

Speaker speaker_1: Her social is... One second, I have to get all this out of my phone. Social is... No, it isn't there. One second. Her social is 655-36-9673.

Speaker speaker_2: And her date of birth?

Speaker speaker_1: November 15th, 2010.

Speaker speaker_2: Is there another child?

Speaker speaker_1: Yes, Levi Abraham.

Speaker speaker_2: His social?

Speaker speaker_1: His social is 392-93-0546.

Speaker speaker_2: And his date of birth?

Speaker speaker_1: February 8, 2019.

Speaker speaker_2: Is there another child?

Speaker speaker_1: No, sir, that's it.

Speaker speaker_2: Okay. Um, so 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 reduction of the \$9.30 come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I see that MAU is a section 125 client. So, what section 125 is, it's an IRS code, which means employees can 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. But other than that, is there anything else I could help you out with today?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay. Well, thank you for calling Benefits Center. I hope you have a wonderful day, all right?

Speaker speaker_1: Thank you. So have you.

Speaker speaker_2: Thank you. Bye.