

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, Justin. This is Terrence Winston calling. I received a, um, a call about me, um, making two, um, benefits, and I was trying to choose the correct one. Okay. What's the staffing agency you work for? MAU. And the last four of your social? Triple four three. And what was your first and last name? Terrence Winston. Terrence Winston. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Terrence? 3301 Meridian River Run, Spartanburg, South Carolina 2938... 29301, sorry. And confirm your date of birth. 01/15/1997. And a good telephone number I have is 327-5328. 5328... No, that's the, um, this... I got a different number. A good telephone number for you? 753-5386. And just to confirm, 753-5386? Correct. And the email I have is tj, T-E-J, 994 at Gmail? Yes. Okay, so let's see here. So yes, so I do see there was an outbound call to you regarding which medical plan you wanted to be enrolled into. Um, let's see here. What medical plan did you want? Um, I wanted the, the, um... Well, we said one with the base. I want the base one. Okay. Let's, let's see here. So you want the highest tier that's offered through MAU, is that correct? Yes. How much was that one a week? \$24.89. Yes, sir. I want that one. Okay, so let's see here. So it looks like you were enrolled into the MEC standalone as well as the additional benefit options, and that's \$30.14. However, switching that MEC plan to the MEC Enhanced, the \$24 plan, would make your new total deductions \$44.76 a week. Do you authorize MAU- Okay. ... to make that deduction for you? Yes. Okay. So let me go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through, and whenever you witness your first payroll deduction of the \$44.76 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 do see that MAU is a Section 125 client. So what Section 125 is, it's an IRS code, which means 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, births or adoption of a child, or gaining coverage elsewhere. Other than that, Terrence, is there anything else I could help you out with today? No, sir. That was all. Thank you so much. You're welcome. You have a great day, okay? Thanks. You too. All right. Bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. This is Terrence Winston calling. I received a, um, a call about me, um, making two, um, benefits, and I was trying to choose the correct one.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Triple four three.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Terrence Winston.

Speaker speaker_1: Terrence Winston. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Terrence?

Speaker speaker_2: 3301 Meridian River Run, Spartanburg, South Carolina 2938... 29301, sorry.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 01/15/1997.

Speaker speaker_1: And a good telephone number I have is 327-5328.

Speaker speaker_2: 5328... No, that's the, um, this... I got a different number.

Speaker speaker_1: A good telephone number for you?

Speaker speaker_2: 753-5386.

Speaker speaker_1: And just to confirm, 753-5386?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is tj, T-E-J, 994 at Gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So yes, so I do see there was an outbound call to you regarding which medical plan you wanted to be enrolled into. Um, let's see here. What medical plan did you want?

Speaker speaker_2: Um, I wanted the, the, um... Well, we said one with the base. I want the base one.

Speaker speaker_1: Okay. Let's, let's see here. So you want the highest tier that's offered through MAU, is that correct?

Speaker speaker_2: Yes. How much was that one a week?

Speaker speaker_1: \$24.89.

Speaker speaker_2: Yes, sir. I want that one.

Speaker speaker_1: Okay, so let's see here. So it looks like you were enrolled into the MEC standalone as well as the additional benefit options, and that's \$30.14. However, switching that MEC plan to the MEC Enhanced, the \$24 plan, would make your new total deductions \$44.76 a week. Do you authorize MAU-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to make that deduction for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let me go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through, and whenever you witness your first payroll deduction of the \$44.76 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 do see that MAU is a Section 125 client. So what Section 125 is, it's an IRS code, which means 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, births or adoption of a child, or gaining coverage elsewhere. Other than that, Terrence, is there anything else I could help you out with today?

Speaker speaker_2: No, sir. That was all. Thank you so much.

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

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye-bye.