

## **Transcript: Justin**

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### **Full Transcript**

Enrolling benefits in 3rd. This is Justin. How can I help you today? Hey, Justin. Um, just wanted to sign up for... to get, um, medical, dental and vision through ManCan. Okay. So ManCan, what's the last four of your Social? 7874. And your first and last name? Michael Krause. Let's see here. You're fine. Did you recently just start with ManCan? Yes. Okay. Because I wasn't seeing your file on our system just yet, so in order for me to create the file in our system to enroll you into their benefits, I need your full Social. That's fine. 595-23-7874. Okay. Can we spell your last name for me, Michael? Yes. K-R-A-U-S-E. Okay, cool. And your home address, including city, state and zip code. My home address? Correct. Including city, state and zip code. What did you say? Sorry. City, state and zip code is Mansfield, Ohio 44903. I stated your home address, including city, state and zip code. Uh, 628 Arlington Avenue, Mansfield, Ohio. No. 44903. And your date of birth? 6/15/92. And a good telephone number. Have a 609-325-3014? Yes, sir. And do you have a good email? Yeah, it's mrokrause92@gmail.com. Okay. So let's see here. So medical, dental and vision for employee only? Yes, but I want the, uh... Uh, let me see. Yes, exactly. I think it came out to, like, \$25 a week or something. There was, uh, just the normal dental and vision, and then I wanted to get the VIP standard for the medical. Okay. So the VIP standard, dental and vision for employee only. Anything else? That's it. Okay. So doing those three would make your total deductions \$21.59 per week. Do you authorize ManCan to make the deduction for you? Yeah, absolutely, for sure. I'd love to get a card as soon as possible too. Thank you. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Yeah. Then whenever you witness your first payroll deduction of the \$21.59 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 employees could pay their premiums with pre-tax dollars, but that also means they 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- Mm-hmm. ... considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Michael, is there anything else I could assist you with today? That's it. Thank you so much. You're welcome. Yeah, have a great day, okay? All right. You too. Thanks, bye.

### **Conversation Format**

Speaker speaker\_0: Enrolling benefits in 3rd. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Justin. Um, just wanted to sign up for... to get, um, medical, dental and vision through ManCan.

Speaker speaker\_0: Okay. So ManCan, what's the last four of your Social?

Speaker speaker\_1: 7874.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Michael Krause.

Speaker speaker\_0: Let's see here.

Speaker speaker\_1: You're fine.

Speaker speaker\_0: Did you recently just start with ManCan?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Because I wasn't seeing your file on our system just yet, so in order for me to create the file in our system to enroll you into their benefits, I need your full Social.

Speaker speaker\_1: That's fine. 595-23-7874.

Speaker speaker\_0: Okay. Can we spell your last name for me, Michael?

Speaker speaker\_1: Yes. K-R-A-U-S-E.

Speaker speaker\_0: Okay, cool. And your home address, including city, state and zip code.

Speaker speaker\_1: My home address?

Speaker speaker\_0: Correct. Including city, state and zip code.

Speaker speaker\_1: What did you say? Sorry. City, state and zip code is Mansfield, Ohio 44903.

Speaker speaker\_0: I stated your home address, including city, state and zip code.

Speaker speaker\_1: Uh, 628 Arlington Avenue, Mansfield, Ohio. No. 44903.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 6/15/92.

Speaker speaker\_0: And a good telephone number. Have a 609-325-3014?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And do you have a good email?

Speaker speaker\_1: Yeah, it's mrokrause92@gmail.com.

Speaker speaker\_0: Okay. So let's see here. So medical, dental and vision for employee only?

Speaker speaker\_1: Yes, but I want the, uh... Uh, let me see. Yes, exactly. I think it came out to, like, \$25 a week or something. There was, uh, just the normal dental and vision, and then I wanted to get the VIP standard for the medical.

Speaker speaker\_0: Okay. So the VIP standard, dental and vision for employee only. Anything else?

Speaker speaker\_1: That's it.

Speaker speaker\_0: Okay. So doing those three would make your total deductions \$21.59 per week. Do you authorize ManCan to make the deduction for you?

Speaker speaker\_1: Yeah, absolutely, for sure. I'd love to get a card as soon as possible too. Thank you.

Speaker speaker\_0: Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Then whenever you witness your first payroll deduction of the \$21.59 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 employees could pay their premiums with pre-tax dollars, but that also means they 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-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. Other than that, Michael, is there anything else I could assist you with today?

Speaker speaker\_1: That's it. Thank you so much.

Speaker speaker\_0: You're welcome. Yeah, have a great day, okay?

Speaker speaker\_1: All right. You too. Thanks, bye.