

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? Yes. I would like to enroll for your dental program. I'm off at the ManCan, um, Employee and Staffing. Okay. So ManCan, what's the last four of your Social? 8012. And your first and last name? Marshal Blount. That's B as in boy, L-O-U-N-T. And did you recently just start with ManCan? Yes, sir. Okay. 'Cause I wasn't seeing your file in our system just yet, so in order for me to create the file in our system to enroll you into ManCan's benefits, I need your full Social. Okay. 283-78-8012. And what was your last name, Marshal? B-L-O-U-N-T. That's Blount. Oh, okay. And your home address, including city, state and ZIP code? 1313 West Sixth, Ashtabula, Ohio. 44004. And your date of birth? 11/11/1981. And a good telephone number to have is 440-228-0031. Yes. That would be a great one... a good one. And do you have a good email? Uh, marshalblount1@gmail.com. At Gmail, okay. So let's see here. So just Dental For Employee Only. Anything else? No, that'll be it. Okay, so doing Dental For Employee Only would make your total deductions \$3.38 per week, the authorized ManCan to make that deduction for you. Yes, sir. Okay. Now I do want to let you know that this pending enrollment will take one to two weeks to go through. Okay. Then whenever you witness your first payroll deduction of the \$3.38 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. Seven to ten 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 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. Okay. Other than that, Marshal, is there anything else I could assist you with today? No, sir. Thank you. You're welcome. You have a great day, okay? You as well. Thank you. All right, 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: Yes. I would like to enroll for your dental program. I'm off at the ManCan, um, Employee and Staffing.

Speaker speaker_0: Okay. So ManCan, what's the last four of your Social?

Speaker speaker_1: 8012.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Marshal Blount. That's B as in boy, L-O-U-N-T.

Speaker speaker_0: And did you recently just start with ManCan?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. 'Cause I wasn't seeing your file in our system just yet, so in order for me to create the file in our system to enroll you into ManCan's benefits, I need your full Social.

Speaker speaker_1: Okay. 283-78-8012.

Speaker speaker_0: And what was your last name, Marshal?

Speaker speaker_1: B-L-O-U-N-T. That's Blount.

Speaker speaker_0: Oh, okay. And your home address, including city, state and ZIP code?

Speaker speaker_1: 1313 West Sixth, Ashtabula, Ohio. 44004.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/11/1981.

Speaker speaker_0: And a good telephone number to have is 440-228-0031.

Speaker speaker_1: Yes. That would be a great one... a good one.

Speaker speaker_0: And do you have a good email?

Speaker speaker_1: Uh, marshalblount1@gmail.com.

Speaker speaker_0: At Gmail, okay. So let's see here. So just Dental For Employee Only. Anything else?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: Okay, so doing Dental For Employee Only would make your total deductions \$3.38 per week, the authorized ManCan to make that deduction for you.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Now I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: Then whenever you witness your first payroll deduction of the \$3.38 come off your paycheck, coverage begins the Monday we receive that deduction from ManCan. Seven to ten 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

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Speaker speaker_1: Okay.

Speaker speaker_0: Other than that, Marshal, is there anything else I could assist you with today?

Speaker speaker_1: No, sir. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: All right, bye-bye.