

## **Transcript: Justin**

**Mills-6644705642463232-5467008430030848**

### **Full Transcript**

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Um, yes. I was trying to see how can I go back, dropping the, um, medical part of my insurance? Okay, so you wanted to cancel the medical portion? Yes. Okay, what's the staffing agency you work for? Um, MAU. And the last four of your social? 0280. And what was your first and last name? Martins is Barnes. And for security purposes, can you verify your home address, including city, state and zip code, Ms. Barnes? Um, 548 Walker Street, Augusta, Georgia, 30904. All right, we just got this. Make sure everybody 400 And your date of birth? Make your way up here already. 4178. And a good telephone number have a 706-664-3628. Yes, of course. Thank you, everybody, for signing up there. E-mail address, and first and last name at Gmail? Uh-huh. Okay, so just to confirm, did you want to keep everything else other than the medical plan, like the group accident, dental, disability, stuff like that? Yeah, I'mma keep that. Okay, so let's see here. So your current deductions right now with everything, including the medical plan, was \$38.46. However- Mm-hmm. ... dropping the medical plan would make your new total deductions \$15.33 a week. Okay. Do you authorize MAU to make that deduction for you? Yes. Okay, so I'm going to go ahead and save that. Okay. Let's see here. Okay, so I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through. And then- Mm-hmm. ... whenever you witness your first payroll deduction of the \$15.33 that come off your paycheck, that's how you know the medical plan was dropped from the coverage. Um, but other than that, is there anything else I can assist you with today, Ms. Barnes? No, sir. Thank you so much. You're welcome. You have a great day, okay? You too. All right, bye-bye. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker\_1: Um, yes. I was trying to see how can I go back, dropping the, um, medical part of my insurance?

Speaker speaker\_0: Okay, so you wanted to cancel the medical portion?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, what's the staffing agency you work for?

Speaker speaker\_1: Um, MAU.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: 0280.

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

Speaker speaker\_1: Martins is Barnes.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Ms. Barnes?

Speaker speaker\_1: Um, 548 Walker Street, Augusta, Georgia, 30904.

Speaker speaker\_2: All right, we just got this. Make sure everybody 400

Speaker speaker\_0: And your date of birth?

Speaker speaker\_2: Make your way up here already.

Speaker speaker\_1: 4178.

Speaker speaker\_0: And a good telephone number have a 706-664-3628.

Speaker speaker\_1: Yes, of course.

Speaker speaker\_2: Thank you, everybody, for signing up there.

Speaker speaker\_0: E-mail address, and first and last name at Gmail?

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: Okay, so just to confirm, did you want to keep everything else other than the medical plan, like the group accident, dental, disability, stuff like that?

Speaker speaker\_1: Yeah, I'mma keep that.

Speaker speaker\_0: Okay, so let's see here. So your current deductions right now with everything, including the medical plan, was \$38.46. However-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... dropping the medical plan would make your new total deductions \$15.33 a week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you authorize MAU to make that deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so I'm going to go ahead and save that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Let's see here. Okay, so I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through. And then-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... whenever you witness your first payroll deduction of the \$15.33 that come off your paycheck, that's how you know the medical plan was dropped from the coverage. Um, but other than that, is there anything else I can assist you with today, Ms. Barnes?

Speaker speaker\_1: No, sir. Thank you so much.

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

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

Speaker speaker\_0: All right, bye-bye.