

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... calling Benefits in a Card, this is Malcolm. How can I help you? Um, yes, I would like to enroll in, um, dental and vision insurance. What staffing company do you work for? Uh, the Partners Personnel. What's the last four of your Social? I'm sorry? What's the last four of your Social? 5213. First name? Jacob. Last name? Williams. All right, for security purposes, can you verify your address and date of birth for me? Uh, 6110 Charlie Road, Kernersville, North Carolina, 27284. And then w-my birthday, is that what you said? Yes, sir. Uh, October 26, 1995. Thank you. So your phone number 336-970-9390? That is correct. And your email is williamcc26@gmail.com? Yep. Okay. All right. You vision? Um, yeah, yeah, it's dental and vision. Was there anything else that you were interested in? Nope, that is it. Right, so with those two selected, your total will be \$5.78. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yes. Thank you. So I do have to let you know that plans fall under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. And since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless you have a company open enrollment period where you life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. All right, so the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards will be sent one to two weeks from the activation date. Okay. Right. Well, is there anything else I can help you with today, Mr. Jacob? Well, that was it. You said total to be deducted from each paycheck is \$5 and some odd cents? 78 cents. 78 cents, okay. All right, no, that is it. All right, there's nothing else from Mr. Jacob. Thanks for calling Benefits in a Car, though. Hope you have a great rest of your day, man. All right, thank you. You as well. Thank you. Bye. All right, bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: ... calling Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: Um, yes, I would like to enroll in, um, dental and vision insurance.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, the Partners Personnel.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 5213.

Speaker speaker_1: First name?

Speaker speaker_2: Jacob.

Speaker speaker_1: Last name?

Speaker speaker_2: Williams.

Speaker speaker_1: All right, for security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Uh, 6110 Charlie Road, Kernersville, North Carolina, 27284. And then w-my birthday, is that what you said?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, October 26, 1995.

Speaker speaker_1: Thank you. So your phone number 336-970-9390?

Speaker speaker_2: That is correct.

Speaker speaker_1: And your email is williamcc26@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. All right. You vision?

Speaker speaker_2: Um, yeah, yeah, it's dental and vision.

Speaker speaker_1: Was there anything else that you were interested in?

Speaker speaker_2: Nope, that is it.

Speaker speaker_1: Right, so with those two selected, your total will be \$5.78. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: Thank you. So I do have to let you know that plans fall under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. And since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless you have a company open enrollment period where you life event, such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, so the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active, and your ID cards will be sent one to two weeks from the activation date.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Well, is there anything else I can help you with today, Mr. Jacob?

Speaker speaker_2: Well, that was it. You said total to be deducted from each paycheck is \$5 and some odd cents?

Speaker speaker_1: 78 cents.

Speaker speaker_2: 78 cents, okay. All right, no, that is it.

Speaker speaker_1: All right, there's nothing else from Mr. Jacob. Thanks for calling Benefits in a Car, though. Hope you have a great rest of your day, man.

Speaker speaker_2: All right, thank you. You as well.

Speaker speaker_1: Thank you. Bye.

Speaker speaker_2: All right, bye-bye.