

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits and a card. This is Malcolm. How can I help you? Hi, there. I was told to call this number to cancel automatic enro- enrollment for benefits. What staffing company do you... What staffing company do you work for? Uh, Carlton Staffing. So I ask for your social. 8454. You said 8454? Yes. Are you a brand new hire? Yes. Right. So I'm gonna have to add you in the system. What's your full social? Uh, it's 853-74-8454. You said 75... You said 853-74-8454? Correct. Your first name? Guillermo. How do you spell that? G-U-I-L-L-E-R-M-O. You said G-U-I-L-L-E-R-M-O? Correct. Last name? Gonzalez Mora. How do you spell that? G-O-M-Z-A-L-E-Z-H- You said D-L-M? No, no, no. G-O-M... G- O-N-Z-A- G? Mm-hmm. ... L-E-Z, and then space, M-O-R-A. And your address? 1914 Fiesta Lane. How do you spell that? 1-9-1-4 F-I-E-S-T-A L-A-N-E. C? No, E. No, I said the city. Oh, city. Sorry. Hmm, it is Richmond, Texas. Richmond, Texas? Yes. Zip code? 77469. Date of birth. June 15, 1997. You said June 15th? Yes. And what was the year? '97. Email? It's my full name at gmail.com. So first name last name@gmail.com? With my middle name in between, yes. And your phone number? Phone number is 713-705-3934. You said 713-705-3934? Yes. And could you rever- Could you reverify my email again? You said first name, last name, and then- First name- Uh, is your, that was middle name or your... Is it part of your last name? Part of my last name. Okay, so what is... So what would be your middle name? Angel. A-N-G-E-L. Thank you. I'm sorry? I said thank you. Okay, mm-hmm. All right. I'll go ahead and decline for you, Mr. Mora. Was there anything else I can help you with today? Uh, I, I was looking at the benefits, uh, package. So I saw additional benefit options. Uh, am I automatically enrolled in those as well? No, sir. Once you decline, you don't... You're not auto-enrolled into anything. Okay. And can I enroll in those other ones instead of just... or will it put in the- Yes, sir. You guys are in open enrollment until February 1st. February 1st? Cool. Uh, so can I do that right now or should I wait from- Whenever. Whenever you're ready. ... working? If you're not working yet, you can... It will, it'll start once you start working. Okay, then I'll just do it now. Uh, I would like dental and vision. Oh, that was the only two that you wanted? Yes, please. All right. So I do have to let you know that those plans fall under Section 125. Section 125 is the IRS regulation that allows you to get enrolled in these plans pre-tax. 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, which is right now, or you have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier. That's fine. Thank you. No problem. Okay. 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. Your ID card is sent one to two weeks from the activation date. Okay. W- was there anything else I can help you with today, Mr.

Mora? No, that's everything. I appreciate it. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week. You as well. Thank you. Thank you . Bye-bye. All right.

Conversation Format

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

Speaker speaker_1: ... benefits and a card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, there. I was told to call this number to cancel automatic enrollment for benefits.

Speaker speaker_1: What staffing company do you... What staffing company do you work for?

Speaker speaker_2: Uh, Carlton Staffing.

Speaker speaker_1: So I ask for your social.

Speaker speaker_2: 8454.

Speaker speaker_1: You said 8454?

Speaker speaker_2: Yes.

Speaker speaker_1: Are you a brand new hire?

Speaker speaker_2: Yes.

Speaker speaker_1: Right. So I'm gonna have to add you in the system. What's your full social?

Speaker speaker_2: Uh, it's 853-74-8454.

Speaker speaker_1: You said 75... You said 853-74-8454?

Speaker speaker_2: Correct.

Speaker speaker_1: Your first name?

Speaker speaker_2: Guillermo.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: G-U-I-L-L-E-R-M-O.

Speaker speaker_1: You said G-U-I-L-L-E-R-M-O?

Speaker speaker_2: Correct.

Speaker speaker_1: Last name?

Speaker speaker_2: Gonzalez Mora.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: G-O-M-Z-A-L-E-Z-H-

Speaker speaker_1: You said D-L-M?

Speaker speaker_2: No, no, no. G-O-M... G- O-N-Z-A-

Speaker speaker_1: G? Mm-hmm.

Speaker speaker_2: ... L-E-Z, and then space, M-O-R-A.

Speaker speaker_1: And your address?

Speaker speaker_2: 1914 Fiesta Lane.

Speaker speaker_1: How do you spell that?

Speaker speaker_2: 1-9-1-4 F-I-E-S-T-A L-A-N-E.

Speaker speaker_1: C?

Speaker speaker_2: No, E.

Speaker speaker_1: No, I said the city.

Speaker speaker_2: Oh, city. Sorry. Hmm, it is Richmond, Texas.

Speaker speaker_1: Richmond, Texas?

Speaker speaker_2: Yes.

Speaker speaker_1: Zip code?

Speaker speaker_2: 77469.

Speaker speaker_1: Date of birth.

Speaker speaker_2: June 15, 1997.

Speaker speaker_1: You said June 15th?

Speaker speaker_2: Yes.

Speaker speaker_1: And what was the year?

Speaker speaker_2: '97.

Speaker speaker_1: Email?

Speaker speaker_2: It's my full name at gmail.com.

Speaker speaker_1: So first name last name@gmail.com?

Speaker speaker_2: With my middle name in between, yes.

Speaker speaker_1: And your phone number?

Speaker speaker_2: Phone number is 713-705-3934.

Speaker speaker_1: You said 713-705-3934?

Speaker speaker_2: Yes. And could you rever- Could you reverify my email again?

Speaker speaker_1: You said first name, last name, and then-

Speaker speaker_2: First name-

Speaker speaker_1: Uh, is your, that was middle name or your... Is it part of your last name?

Speaker speaker_2: Part of my last name.

Speaker speaker_1: Okay, so what is... So what would be your middle name?

Speaker speaker_2: Angel. A-N-G-E-L.

Speaker speaker_1: Thank you.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: I said thank you.

Speaker speaker_2: Okay, mm-hmm.

Speaker speaker_1: All right. I'll go ahead and decline for you, Mr. Mora. Was there anything else I can help you with today?

Speaker speaker_2: Uh, I, I was looking at the benefits, uh, package. So I saw additional benefit options. Uh, am I automatically enrolled in those as well?

Speaker speaker_1: No, sir. Once you decline, you don't... You're not auto-enrolled into anything.

Speaker speaker_2: Okay. And can I enroll in those other ones instead of just... or will it put in the-

Speaker speaker_1: Yes, sir. You guys are in open enrollment until February 1st.

Speaker speaker_2: February 1st? Cool. Uh, so can I do that right now or should I wait from-

Speaker speaker_1: Whenever. Whenever you're ready.

Speaker speaker_2: ... working?

Speaker speaker_1: If you're not working yet, you can... It will, it'll start once you start working.

Speaker speaker_2: Okay, then I'll just do it now. Uh, I would like dental and vision.

Speaker speaker_1: Oh, that was the only two that you wanted?

Speaker speaker_2: Yes, please.

Speaker speaker_1: All right. So I do have to let you know that those plans fall under Section 125. Section 125 is the IRS regulation that allows you to get enrolled in these plans pre-tax.

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, which is right now, or you have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_2: That's fine. Thank you.

Speaker speaker_1: No problem. Okay. 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. Your ID card is sent one to two weeks from the activation date.

Speaker speaker_2: Okay.

Speaker speaker_1: W- was there anything else I can help you with today, Mr. Mora?

Speaker speaker_2: No, that's everything. I appreciate it.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_2: You as well. Thank you.

Speaker speaker_1: Thank you .

Speaker speaker_2: Bye-bye.

Speaker speaker_1: All right.