

## **Transcript: Pamela**

**Blanc-6185343704023040-5930130371952640**

### **Full Transcript**

Hello, Benefits in a File. This is Tamara Can I help you? Hey, how you doing? This is Tyson Thomas. I had just got a voice rec... I had just got a voice recording about my insurance plan picking and I was wanting to make a change to it. All right. Who do you work for, sir? It's MAU. May I have the last four digits of your Social? 5109. And what is your first and last name, sir? It's Tyson Thomas. Thank you. Mr. Thomas, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Date of birth is 6/4/2003. The address is 115 Burns. And where your address located? I just want to make sure that we have it correct in my... It's Lowndes. This South Carolina, your zip code 29365? Yes, sir. Yes, ma'am. Okay. So, we called you 'cause you selected to enroll in the health benefits, but, um, you selected three different medical plans for enroll, and, see, and we proceed to enroll you in the lowest plan, um, out of the one that you selected. Mm-hmm. Um, you selected the Basic, InsurePlus Basic which is 17.39, InsurePlus Enhanced which is 24.69, and the StayHealthy which is just a preventive care for 9.46. So we enroll you in the preventive care, 9.46, and the InsurePlus Basic for 17.39, plus the, the rest of the plans that you selected like dental, vision, life, critical illness, accident and behavior health. Okay. You want to keep it as, as it is or you want to make the changes? Could you say that second plan again? What was the, the amount of the second plan again you said? 17... Um, InsurePlus Enhanced is 24.69. Can I do that one? Okay. Yes, ma'am. I'ma do that one. No problem. All right. So let me... There you go. Cancel. Okay, so you're going to be paying \$38.56 per... 56 cents per paycheck. Okay. Your benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system, will be mailed, mailed out to you within 7 to 10 days. Now, um, MAU is under Section 125. What it means to say it's an IRS regulation. Your premium will be taken, uh, pre-tax. But you have to stay enrolled until company open enrollment or a qualified life event. Uh, you still have 30 days from the first check to make changes or cancel. Okay. Uh, you selected the life insurance. Who do you want to name as your beneficiary? Uh- You don't have to do it now, but the only information we need is the first, last name and the relationship. Do I have to add a beneficiary? No. I mean, but you selected the life insurance so you could do it later on. You don't have to do it right now. Could you... Is there a chance you can take off the life insurance? Sure. We'll do that. All right. So it will be... It goes down to 36.45. Okay. All right. Anything else I can do for you, sir? Um, no, ma'am. That seems, that seems like it all. Thank you for giving us a call. Have a great rest of the day. All right. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello, Benefits in a File. This is Tamara

Speaker speaker\_1: Can I help you?

Speaker speaker\_2: Hey, how you doing? This is Tyson Thomas. I had just got a voice rec... I had just got a voice recording about my insurance plan picking and I was wanting to make a change to it.

Speaker speaker\_1: All right. Who do you work for, sir?

Speaker speaker\_2: It's MAU.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 5109.

Speaker speaker\_1: And what is your first and last name, sir?

Speaker speaker\_2: It's Tyson Thomas.

Speaker speaker\_1: Thank you. Mr. Thomas, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Date of birth is 6/4/2003. The address is 115 Burns.

Speaker speaker\_1: And where your address located? I just want to make sure that we have it correct in my...

Speaker speaker\_2: It's Lowndes.

Speaker speaker\_1: This South Carolina, your zip code 29365?

Speaker speaker\_2: Yes, sir. Yes, ma'am.

Speaker speaker\_1: Okay. So, we called you 'cause you selected to enroll in the health benefits, but, um, you selected three different medical plans for enroll, and, see, and we proceed to enroll you in the lowest plan, um, out of the one that you selected.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, you selected the Basic, InsurePlus Basic which is 17.39, InsurePlus Enhanced which is 24.69, and the StayHealthy which is just a preventive care for 9.46. So we enroll you in the preventive care, 9.46, and the InsurePlus Basic for 17.39, plus the, the rest of the plans that you selected like dental, vision, life, critical illness, accident and behavior health.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You want to keep it as, as it is or you want to make the changes?

Speaker speaker\_2: Could you say that second plan again? What was the, the amount of the second plan again you said?

Speaker speaker\_1: 17... Um, InsurePlus Enhanced is 24.69.

Speaker speaker\_2: Can I do that one?

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yes, ma'am. I'ma do that one.

Speaker speaker\_1: No problem. All right. So let me... There you go. Cancel. Okay, so you're going to be paying \$38.56 per... 56 cents per paycheck.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Your benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system, will be mailed, mailed out to you within 7 to 10 days. Now, um, MAU is under Section 125. What it means to say it's an IRS regulation. Your premium will be taken, uh, pre-tax. But you have to stay enrolled until company open enrollment or a qualified live event. Uh, you still have 30 days from the first check to make changes or cancel.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, you selected the life insurance. Who do you want to name as your beneficiary?

Speaker speaker\_2: Uh-

Speaker speaker\_1: You don't have to do it now, but the only information we need is the first, last name and the relationship.

Speaker speaker\_2: Do I have to add a beneficiary?

Speaker speaker\_1: No. I mean, but you selected the life insurance so you could do it later on. You don't have to do it right now.

Speaker speaker\_2: Could you... Is there a chance you can take off the life insurance?

Speaker speaker\_1: Sure. We'll do that. All right. So it will be... It goes down to 36.45.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Anything else I can do for you, sir?

Speaker speaker\_2: Um, no, ma'am. That seems, that seems like it all.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: All right. You too. Bye-bye.

Speaker speaker\_1: Bye-bye.