

Transcript: Pamela

Blanc-6521806862106624-5793000740306944

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you? Hey, Pamela. This is my name is Teuysis Mankara. Um, I filled out this paper and, um, so they gave me a fax number that I, I could fax it to you all. Um, or is there an address I can just mail it to you? Okay, so we will be able to receive it either, um, by email to reply, so from who you receive the, the paperwork? From us? Uh, no, it's from, uh, MAU. Okay. It's a f- enrollment form? Mm-hmm. Okay. Hold on. May I have the last four digits of your social? Yes, uh, 1375. Your first and last name, sir? Uh, Teuy, T-E-U-Y, last name is S-I-S, O-U-M-A-N-K-H-A-R-A. Or is there something I can go online and re-fill it back out again or something like that? I, because- You could enroll, 'cause if you, if it's for enrollment, you could go to mybiac.com/mau and there you can create your file. Okay. And- Yeah, uh, well, when I was enrolled with them, I didn't get to fill this portion out, so that's what I was, uh... Okay. And it, I... ... has the penalty if I'm able to find a file for you and I just could do the enrollment. Yeah, if you can, I'm, we can do it right now, I mean, if you, if you can find the file. Yeah, sure. Can you, um, tell me your last name one more time, please? Yeah, it's S-I-S-O-U-M-A-N-K-H-A-R-A. I don't have it. I don't have a file for you, but we could create one and I could do the enrollment. When did you start working for them? Uh, I, I started, um, processing back last week with MAU. Oh, okay. Most likely that's why we don't have it. So for me to create the file, we need to, um, your personal information and I could go ahead and enroll you. Um, if you're willing to provide it to me, I'm more than happy to help you with the enrollment. Yeah. So this time I'm gonna need the whole Social Security number. Okay, it's 406-1713-75. Yeah, we don't have your file. 406-1713-75. Mm-hmm. Okay. So Mr. Teu, that's how you pronounce your first name? Teu? Yeah, that's right. Uh-huh. Okay. One second. Yeah. So I'm gonna need your date of birth. Yeah, it's 10/20/1978. And a mailing address. Uh, 550 Apple Valley Road. 550 Apple Valley Road? Mm-hmm. Duncan, South Carolina, 29334. And is the telephone number a, a good number to reach you, the one you're calling from? Yeah, yeah. 270-307-6111. Yeah. Do you have an email that you would like to provide? Yes, uh, S-O-P-H-E-A-R-A.rab, R-A-B, @yahoo.com. All right. All right. And what are the plans that you would like to enroll to? Okay, um, the 6924 Family Plan. And that's it? And then... Huh? And, okay, the Stay Healthy in Hands? Mm-hmm. And then I want the additional benefits too. I want the, the \$14 dental and let me see. What's the disability? What's 14.21? Uh, the short-term disability is, um, let's say if you get sick and you can't work for a couple of months, you will be able to collect disability to, like, they pay \$650 a month, and it will cost you for three months. How much? \$650. Yeah. Okay. Yeah, I'll go ahead and get that one too. Okay. And then, uh... That's for E3 only? Yeah. And then life, visual, all the... Life. High end, about \$3.17, and then visual, the \$7.69. 62. Yeah. You want the critical illness? Yeah. Yeah, the \$4.20. Acc- Yeah, \$1. The accident,

behavioral health? Yeah, the... Yeah. Okay. And the ID expert? Uh-huh. Yeah. Okay. So, the total will be \$111 with 8 cents. Yeah, monthly? Yep. No, that's monthly, sir. Right? Oh, weekly? Yes. Ooh, that's high for weekly. Yeah. No, if you wanna go over. Uh, okay. Let me see here. So, what if, uh, if I do the 60- \$69? What does... I mean, what's the, what's the \$24... what's that cover? It don't, that don't cover family? Uh, let's see. That would be just for you. Maybe you could do dental, vision, the medical and ID expert. Um, it's for your identity. Um, the behavioral health is \$1.50, so if you want to keep that maybe. The group accident, you could do it just for yourself, critical illness as well. Um, and the life insurance, that will cut, let me see how much you will cut down. So, what's the life insurance? Is that, is that whole life or that, um, term? It's only, they only pay 20- \$20,000. Um... But is that term or whole? It's term life. Do you know the difference? Term life. Oh, it is term? Okay. Uh, so what does the dental cover? Um, I don't know if you're aware, these are not like major insurance. Um, for example, the dental, it will cover you basic cleanings, checkups and x-rays once every s-six months. Then your basic dental work, such as fillings and extraction, it will be covered, um, 80% after you paid \$150 deductible for the family. Um- Wow. ... they do not cover major services. And, um, they don't cover, like, um, root canal- Uh-huh. ... crowns, none of those, uh, orthodontic ... Okay, so let... Okay, so how about this? Let's do the... So, what's the, so the employee and the spouse, but it doesn't cover children, right? Yeah. Okay, so if I do the family, it covers all of them, right? Yes. Okay. Let me do the... Let me do the family. Mm-hmm. And then let me do the, um, dental and visual and the life. That'd be fine. Okay. How much is that? Okay. So, let me take this off. So, we're doing the life for you and your spouse or for the whole family? Uh, for the family. Okay. And the dental and vision as well for the family, or just for you and your spouse? Uh, for the whole family. Do you want me to take, take off the short-term disability? Yeah. So, the stay hea- uh, healthy and enhanced vision, life and dental, you will be paying \$94. Okay, \$94, and that's weekly? Yes, sir. So, you do have- All right. ... 30 days from your first paycheck to enroll, so I don't know if you wanna go over again and, and look it up and, and see what we, what you could manage to lower it. Um, 'cause you still have some time to enroll. We already created the file, so that, that's, um, something is out of the way. And we could also do this enrollment, you could go over it, and you still have those 30 days from your first paycheck to make changes. After that, um, you will have to have a qualified live event in order to cancel, um- Okay. ... the benefits. What do you mean? I have to have it where- I mean, uh... Okay. So MAU is under Section 125, which is an IRS regulation. What it means is that you will have to stay within the benefit, or the plan, until open enrollment for a qualified live event if you would like to cancel. Because all, um, you're going to be paying your premium pre-tax, and that's the regulation. Okay. That's why you will have to stay within the plan until open enrollment or a qualified live event. Okay. So like I say, you still have, um, those 30 days to enroll or cancel or make changes, um, if you want to go over- Well- ... the benefit guide and... Yeah, okay. Okay, 'cause I thought it was monthly. I was gonna say that's pretty cheap. But, uh, okay. Let me talk it over with the lady and we'll go from there. I'll call you back. Thank you. Okay. So I'm not go-... You're not going to keep the enrollment that we just did. I'm just gonna keep your- No. No, I want to keep it. What was that? Yeah, I want to keep it. I'm just gonna- Okay. So you're just gonna go over. If we wanna make changes you will, um, give us a call. But let me go forward... Let me move forward with the enrollment. I'm going to need your family information. Okay. Um, what is your spouse first name? Uh, Sophea. S-O-P-H-E-A-R-A, and last name is Rab. Can you spell the last name? R-A-B. Okay. And, by

any chance you have her Social? Yeah. It's, uh, 655-24-7611. 655-24-7611. And the date of birth? 4/02/1985. All right. Now we're gonna need the children. Yeah. It's, uh, London. London? Yeah. London, L-O-N-D-O-N. Last name is Sisoumankara, S-I-S-O-U-M-A-N-K-H-A-R-A. It's your last name. Yep. And the Social? Uh, for her it's, uh, 658-34-1589. And date of birth? 6-25-2010. 2008? 2010. Okay. Okay. Any other child? Yeah, Sebastian. That's, uh, S-A-B-A-S-T-I-O-N. Okay. And same last name, Sisoumankara, S-I-S-O-U-M-A-N-K-H-A-R-A. Yeah. And his Social? Uh, 879-07-7988. 879-07-7988. And date of birth? 2/16/2012. Okay. Now, since you have the life insurance for everyone, I could add the beneficiary for you. Now, when you get the information from the actual carrier then you go add the beneficiary for your spouse and the kid. Okay, so right now it's \$69? What do you mean? What I'm talking about is, like the life insurance, so you got the insurance for everyone. So each of your family member gets to choose and add a beneficiary for the life insurance. At this time, I could add who gonna be your beneficiary but for Sebastian, London and Sophea, your spouse, you will have to add them beneficiary after the benefits are active and you can contact the carrier, 'cause I only allowed to add yours. Okay. Okay. So who do you want to be your beneficiary? Uh, give it to my wife. Okay. Then when the benefits become effective you could... Um, you could change it at any time or- Yeah. Can, can I have- ... spread it between everyone? Hmm? Yeah. Just do it to everyone. Can you do that now? If something happens We could do yours. You... We could do yours, um... Okay. ... for everyone, like a portion for everyone. And again, for your spouse and the two kids you will have to do that through the carrier. Okay. That's fine. Okay. So I will do that. Um, so two of them will get a \$33.... percent, and Juan will get 34. So we'll do 34 to your spouse and then 33 each of the kids. Uh-huh. That works? Yeah, that'll work. Okay. And that's with the \$69.24. Is it what I... That's the family plan, right? That's the health plan? Oh, no, that's for your life insurance. Health, life. That's- Yeah, the three... Yeah. And then, yeah, and then everything else is for, um, everyone, so which is the \$69 for the health, the health, then the \$7.62 for the vision, \$3.17 for the life insurance, and \$14.01 for the dental, which is \$94.04 in total. That's every week. Yeah. So 90... But like I... Yeah, like I said, you still have time to change it. Um, if you wanna do less or whatever the case may be, you still have time. You've got 30 days from your first paycheck to do all the changes that you want or cancel. Okay, and I can call back and change it? Yes. Yes, sir. Okay. Any of us will be able to assist you with that. Okay, sounds good. So we're... So I'm in the right? Excuse me? So how much was... a total of 94... With four cents. I'm with... 94 and four cents weekly? Yes, sir. Yes, sir. Okay. Okay, anything else from me? No. Just to let you know that- Okay, I'm enro- ... the benefits... Yeah, just to let you know that the benefits are acti- will be active the following Monday after we receive the first premium from your employer, an ID card will be authorized to generate in the system. Takes about seven to 10 days for them to arrive. Um, if you have questions, concerns, just give us a call, and- Okay. ... just remember that you have those 30 days to do any changes. Okay. 30 days from today? From your first paycheck. Okay. When you get your first paycheck, you start counting. Okay. I gotcha. Today all we did was your enrollment. It usually takes about three weeks for the benefits to start. Okay. Right. Anything else I could do for you, sir? No, that, that'll be it for you. Thank you. All right, thank you for giving us a call today. Okay. Have a great rest of the day, sir. Okay. You too. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker_2: Hey, Pamela. This is my name is Teuysis Mankara. Um, I filled out this paper and, um, so they gave me a fax number that I, I could fax it to you all. Um, or is there an address I can just mail it to you?

Speaker speaker_1: Okay, so we will be able to receive it either, um, by email to reply, so from who you receive the, the paperwork? From us?

Speaker speaker_2: Uh, no, it's from, uh, MAU.

Speaker speaker_1: Okay. It's a f- enrollment form?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Hold on. May I have the last four digits of your social?

Speaker speaker_2: Yes, uh, 1375.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Uh, Teuy, T-E-U-Y, last name is S-I-S, O-U-M-A-N-K-H-A-R-A. Or is there something I can go online and re-fill it back out again or something like that? I, because-

Speaker speaker_1: You could enroll, 'cause if you, if it's for enrollment, you could go to mybiac.com/mau and there you can create your file.

Speaker speaker_2: Okay.

Speaker speaker_1: And-

Speaker speaker_2: Yeah, uh, well, when I was enrolled with them, I didn't get to fill this portion out, so that's what I was, uh...

Speaker speaker_1: Okay.

Speaker speaker_2: And it, I...

Speaker speaker_3: ... has the penalty if I'm able to find a file for you and I just could do the enrollment.

Speaker speaker_2: Yeah, if you can, I'm, we can do it right now, I mean, if you, if you can find the file.

Speaker speaker_1: Yeah, sure. Can you, um, tell me your last name one more time, please?

Speaker speaker_2: Yeah, it's S-I-S-O-U-M-A-N-K-H-A-R-A.

Speaker speaker_1: I don't have it. I don't have a file for you, but we could create one and I could do the enrollment. When did you start working for them?

Speaker speaker_2: Uh, I, I started, um, processing back last week with MAU.

Speaker speaker_1: Oh, okay. Most likely that's why we don't have it. So for me to create the file, we need to, um, your personal information and I could go ahead and enroll you. Um, if you're willing to provide it to me, I'm more than happy to help you with the enrollment.

Speaker speaker_2: Yeah.

Speaker speaker_1: So this time I'm gonna need the whole Social Security number.

Speaker speaker_2: Okay, it's 406-1713-75.

Speaker speaker_1: Yeah, we don't have your file. 406-1713-75.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So Mr. Teu, that's how you pronounce your first name? Teu?

Speaker speaker_2: Yeah, that's right. Uh-huh.

Speaker speaker_1: Okay. One second.

Speaker speaker_2: Yeah.

Speaker speaker_1: So I'm gonna need your date of birth.

Speaker speaker_2: Yeah, it's 10/20/1978.

Speaker speaker_1: And a mailing address.

Speaker speaker_2: Uh, 550 Apple Valley Road.

Speaker speaker_1: 550 Apple Valley Road?

Speaker speaker_2: Mm-hmm. Duncan, South Carolina, 29334.

Speaker speaker_1: And is the telephone number a, a good number to reach you, the one you're calling from?

Speaker speaker_2: Yeah, yeah. 270-307-6111. Yeah.

Speaker speaker_1: Do you have an email that you would like to provide?

Speaker speaker_2: Yes, uh, S-O-P-H-E-A-R-A.rab, R-A-B, @yahoo.com.

Speaker speaker_1: All right. All right. And what are the plans that you would like to enroll to?

Speaker speaker_2: Okay, um, the 6924 Family Plan.

Speaker speaker_1: And that's it?

Speaker speaker_2: And then... Huh?

Speaker speaker_1: And, okay, the Stay Healthy in Hands?

Speaker speaker_2: Mm-hmm. And then I want the additional benefits too. I want the, the \$14 dental and let me see. What's the disability? What's 14.21?

Speaker speaker_1: Uh, the short-term disability is, um, let's say if you get sick and you can't work for a couple of months, you will be able to collect disability to, like, they pay \$650 a month, and it will cost you for three months.

Speaker speaker_2: How much?

Speaker speaker_1: \$650.

Speaker speaker_4: Yeah. Okay. Yeah, I'll go ahead and get that one too.

Speaker speaker_1: Okay.

Speaker speaker_4: And then, uh...

Speaker speaker_1: That's for E3 only?

Speaker speaker_4: Yeah. And then life, visual, all the...

Speaker speaker_5: Life.

Speaker speaker_4: High end, about \$3.17, and then visual, the \$7.69.

Speaker speaker_1: 62.

Speaker speaker_4: Yeah.

Speaker speaker_1: You want the critical illness?

Speaker speaker_4: Yeah. Yeah, the \$4.20.

Speaker speaker_1: Acc-

Speaker speaker_4: Yeah, \$1.

Speaker speaker_1: The accident, behavioral health?

Speaker speaker_4: Yeah, the... Yeah.

Speaker speaker_1: Okay. And the ID expert?

Speaker speaker_4: Uh-huh. Yeah.

Speaker speaker_1: Okay. So, the total will be \$111 with 8 cents.

Speaker speaker_4: Yeah, monthly? Yep.

Speaker speaker_1: No, that's monthly, sir.

Speaker speaker_4: Right? Oh, weekly?

Speaker speaker_1: Yes.

Speaker speaker_4: Ooh, that's high for weekly.

Speaker speaker_1: Yeah. No, if you wanna go over.

Speaker speaker_4: Uh, okay. Let me see here. So, what if, uh, if I do the 60- \$69? What does... I mean, what's the, what's the \$24... what's that cover? It don't, that don't cover family?

Speaker speaker_1: Uh, let's see. That would be just for you. Maybe you could do dental, vision, the medical and ID expert. Um, it's for your identity. Um, the behavioral health is \$1.50, so if you want to keep that maybe. The group accident, you could do it just for yourself, critical illness as well. Um, and the life insurance, that will cut, let me see how much you will cut down.

Speaker speaker_4: So, what's the life insurance? Is that, is that whole life or that, um, term?

Speaker speaker_1: It's only, they only pay 20- \$20,000. Um...

Speaker speaker_4: But is that term or whole?

Speaker speaker_1: It's term life.

Speaker speaker_4: Do you know the difference?

Speaker speaker_1: Term life.

Speaker speaker_4: Oh, it is term? Okay. Uh, so what does the dental cover?

Speaker speaker_1: Um, I don't know if you're aware, these are not like major insurance. Um, for example, the dental, it will cover you basic cleanings, checkups and x-rays once every s-six months. Then your basic dental work, such as fillings and extraction, it will be covered, um, 80% after you paid \$150 deductible for the family. Um-

Speaker speaker_4: Wow.

Speaker speaker_1: ... they do not cover major services. And, um, they don't cover, like, um, root canal-

Speaker speaker_4: Uh-huh.

Speaker speaker_1: ... crowns, none of those, uh, orthodontic ...

Speaker speaker_4: Okay, so let... Okay, so how about this? Let's do the... So, what's the, so the employee and the spouse, but it doesn't cover children, right?

Speaker speaker_1: Yeah.

Speaker speaker_4: Okay, so if I do the family, it covers all of them, right?

Speaker speaker_1: Yes.

Speaker speaker_4: Okay. Let me do the... Let me do the family.

Speaker speaker_1: Mm-hmm.

Speaker speaker_4: And then let me do the, um, dental and vision and the life. That'd be fine.

Speaker speaker_1: Okay.

Speaker speaker_4: How much is that?

Speaker speaker_1: Okay. So, let me take this off. So, we're doing the life for you and your spouse or for the whole family?

Speaker speaker_4: Uh, for the family.

Speaker speaker_1: Okay. And the dental and vision as well for the family, or just for you and your spouse?

Speaker speaker_4: Uh, for the whole family.

Speaker speaker_1: Do you want me to take, take off the short-term disability?

Speaker speaker_4: Yeah.

Speaker speaker_1: So, the stay healthy and enhanced vision, life and dental, you will be paying \$94.

Speaker speaker_4: Okay, \$94, and that's weekly?

Speaker speaker_1: Yes, sir. So, you do have-

Speaker speaker_4: All right.

Speaker speaker_1: ... 30 days from your first paycheck to enroll, so I don't know if you wanna go over again and, and look it up and, and see what we, what you could manage to lower it. Um, 'cause you still have some time to enroll. We already created the file, so that, that's, um, something is out of the way. And we could also do this enrollment, you could go over it, and you still have those 30 days from your first paycheck to make changes. After that, um, you will have to have a qualified live event in order to cancel, um-

Speaker speaker_4: Okay.

Speaker speaker_1: ... the benefits.

Speaker speaker_6: What do you mean? I have to have it where-

Speaker speaker_1: I mean, uh... Okay. So MAU is under Section 125, which is an IRS regulation. What it means is that you will have to stay within the benefit, or the plan, until open enrollment for a qualified live event if you would like to cancel. Because all, um, you're going to be paying your premium pre-tax, and that's the regulation.

Speaker speaker_6: Okay.

Speaker speaker_1: That's why you will have to stay within the plan until open enrollment or a qualified live event.

Speaker speaker_6: Okay.

Speaker speaker_1: So like I say, you still have, um, those 30 days to enroll or cancel or make changes, um, if you want to go over-

Speaker speaker_6: Well-

Speaker speaker_1: ... the benefit guide and...

Speaker speaker_6: Yeah, okay. Okay, 'cause I thought it was monthly. I was gonna say that's pretty cheap. But, uh, okay. Let me talk it over with the lady and we'll go from there. I'll call you back. Thank you.

Speaker speaker_1: Okay. So I'm not go-... You're not going to keep the enrollment that we just did. I'm just gonna keep your-

Speaker speaker_6: No. No, I want to keep it.

Speaker speaker_1: What was that?

Speaker speaker_6: Yeah, I want to keep it. I'm just gonna-

Speaker speaker_1: Okay. So you're just gonna go over. If we wanna make changes you will, um, give us a call. But let me go forward... Let me move forward with the enrollment. I'm going to need your family information. Okay. Um, what is your spouse first name?

Speaker speaker_6: Uh, Sophea. S-O-P-H-E-A-R-A, and last name is Rab.

Speaker speaker_1: Can you spell the last name?

Speaker speaker_6: R-A-B.

Speaker speaker_1: Okay. And, by any chance you have her Social?

Speaker speaker_6: Yeah. It's, uh, 655-24-7611.

Speaker speaker_1: 655-24-7611. And the date of birth?

Speaker speaker_6: 4/02/1985.

Speaker speaker_1: All right. Now we're gonna need the children.

Speaker speaker_6: Yeah. It's, uh, London.

Speaker speaker_1: London?

Speaker speaker_6: Yeah. London, L-O-N-D-O-N. Last name is Sisoumankara, S-I-S-O-U-M-A-N-K-H-A-R-A.

Speaker speaker_1: It's your last name.

Speaker speaker_6: Yep.

Speaker speaker_1: And the Social?

Speaker speaker_6: Uh, for her it's, uh, 658-34-1589.

Speaker speaker_1: And date of birth?

Speaker speaker_6: 6-25-2010.

Speaker speaker_1: 2008?

Speaker speaker_6: 2010.

Speaker speaker_1: Okay. Okay. Any other child?

Speaker speaker_6: Yeah, Sebastian. That's, uh, S-A-B-A-S-T-I-O-N.

Speaker speaker_1: Okay.

Speaker speaker_6: And same last name, Sisoumankara, S-I-S-O-U-M-A-N-K-H-A-R-A.
Yeah.

Speaker speaker_1: And his Social?

Speaker speaker_6: Uh, 879-07-7988.

Speaker speaker_1: 879-07-7988. And date of birth?

Speaker speaker_6: 2/16/2012.

Speaker speaker_1: Okay. Now, since you have the life insurance for everyone, I could add the beneficiary for you. Now, when you get the information from the actual carrier then you go add the beneficiary for your spouse and the kid.

Speaker speaker_6: Okay, so right now it's \$69?

Speaker speaker_1: What do you mean? What I'm talking about is, like the life insurance, so you got the insurance for everyone. So each of your family member gets to choose and add a beneficiary for the life insurance. At this time, I could add who gonna be your beneficiary but for Sebastian, London and Sophea, your spouse, you will have to add them beneficiary after the benefits are active and you can contact the carrier, 'cause I only allowed to add yours.

Speaker speaker_6: Okay.

Speaker speaker_1: Okay. So who do you want to be your beneficiary?

Speaker speaker_6: Uh, give it to my wife.

Speaker speaker_1: Okay. Then when the benefits become effective you could... Um, you could change it at any time or-

Speaker speaker_6: Yeah. Can, can I have-

Speaker speaker_1: ... spread it between everyone? Hmm?

Speaker speaker_6: Yeah. Just do it to everyone. Can you do that now? If something happens

Speaker speaker_1: We could do yours. You... We could do yours, um...

Speaker speaker_6: Okay.

Speaker speaker_1: ... for everyone, like a portion for everyone. And again, for your spouse and the two kids you will have to do that through the carrier.

Speaker speaker_6: Okay. That's fine.

Speaker speaker_1: Okay. So I will do that. Um, so two of them will get a \$33.... percent, and Juan will get 34. So we'll do 34 to your spouse and then 33 each of the kids.

Speaker speaker_4: Uh-huh.

Speaker speaker_1: That works?

Speaker speaker_4: Yeah, that'll work.

Speaker speaker_1: Okay.

Speaker speaker_4: And that's with the \$69.24. Is it what I... That's the family plan, right? That's the health plan?

Speaker speaker_1: Oh, no, that's for your life insurance.

Speaker speaker_4: Health, life.

Speaker speaker_1: That's-

Speaker speaker_4: Yeah, the three... Yeah.

Speaker speaker_1: And then, yeah, and then everything else is for, um, everyone, so which is the \$69 for the health, the health, then the \$7.62 for the vision, \$3.17 for the life insurance, and \$14.01 for the dental, which is \$94.04 in total.

Speaker speaker_4: That's every week.

Speaker speaker_1: Yeah.

Speaker speaker_4: So 90...

Speaker speaker_1: But like I... Yeah, like I said, you still have time to change it. Um, if you wanna do less or whatever the case may be, you still have time. You've got 30 days from your first paycheck to do all the changes that you want or cancel.

Speaker speaker_4: Okay, and I can call back and change it?

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_4: Okay.

Speaker speaker_1: Any of us will be able to assist you with that.

Speaker speaker_4: Okay, sounds good. So we're... So I'm in the right?

Speaker speaker_1: Excuse me?

Speaker speaker_4: So how much was... a total of 94...

Speaker speaker_1: With four cents.

Speaker speaker_4: I'm with... 94 and four cents weekly?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_4: Okay. Okay, anything else from me?

Speaker speaker_1: No. Just to let you know that-

Speaker speaker_4: Okay, I'm enro-

Speaker speaker_1: ... the benefits... Yeah, just to let you know that the benefits are active- will be active the following Monday after we receive the first premium from your employer, an ID card will be authorized to generate in the system. Takes about seven to 10 days for them to arrive. Um, if you have questions, concerns, just give us a call, and-

Speaker speaker_4: Okay.

Speaker speaker_1: ... just remember that you have those 30 days to do any changes.

Speaker speaker_4: Okay. 30 days from today?

Speaker speaker_1: From your first paycheck.

Speaker speaker_4: Okay.

Speaker speaker_1: When you get your first paycheck, you start counting.

Speaker speaker_4: Okay. I gotcha.

Speaker speaker_1: Today all we did was your enrollment. It usually takes about three weeks for the benefits to start.

Speaker speaker_4: Okay.

Speaker speaker_1: Right. Anything else I could do for you, sir?

Speaker speaker_4: No, that, that'll be it for you. Thank you.

Speaker speaker_1: All right, thank you for giving us a call today.

Speaker speaker_4: Okay.

Speaker speaker_1: Have a great rest of the day, sir.

Speaker speaker_4: Okay. You too. Bye.