

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with? Uh, yes, ma'am. Are you speaking with Fred Logan? And how can I assist you? Yes, ma'am. Um, I, I, I, I'm trying to fi... I'm trying to get a way to get back on a health and dental plan for MAU 'cause that's who I work for. But, um, I turned around and I took a few things off of it but it went on... I, I guess it just kicked me off the whole plan. But I was trying to get back on. It's been like a year, you know, since I've been on it, since I've been in my car accident. Okay. I can definitely take a look for you. What's the last four digits- ... of your social? 4690. And your address? Ma'am? Your address and date of birth? Oh, um, my address is 200 Eunice Drive, Apartment K8, Greenville, South Carolina. And my date of birth is 3/6/80. Okay. Can I have your phone number as 561-0240? Yes, ma'am. Can I have your email address as fredlogan52@gmail.com? Shit. Yes, ma'am. All righty. And how long have you worked with MAU? Um, almost like a year and a half now. Almost like two years. And without any breaks? Just two years completely? Ma'am? Without any s- without any breaks? You worked continuously for them for two years? Yes, ma'am, without any breaks. Well, I was o- I was off for, um... I was out for, um, um... I had a bad car accident so I was off for three months. You know what? That's why I probably got taken off of it. Yes, sir. 'Cause after four weeks of no deductions you're kicked into a, a department called Cobra. And then, um, you could keep your coverage with them but again, you would have to start by keeping up with them and since you didn't do either, they canceled it out. Um, but we can reinstate your coverage. If you, if you want this same coverage for you and your spouse, uh, the medical, dental and vision, I can reinstate it for you, um, if that's what you're wanting. Mm. No, I just... I just want it for just me. Okay. I can do that as well. So we'll go ahead and reinstate it today. Yes, ma'am. I have the insurance plus basic dental and vision. Yes, ma'am. Is, is, is... Can I get a higher one? Like where I pay- So- ... I have to pay more money? For which plan? Ma'am, for um, for, for the dental. There's only one dental plan offered with MAU. Okay. Well, I'll just take the standard one. Okay. So that brings your weekly deductions to \$23.05. Yes, ma'am. That'll be great. It'll take one to three weeks for the staff at AGC to start making those deductions. Once they do, the following Monday you become active. And then later that week, you'll receive your dental and vision card in the mail and then your medical will go to your email. Ma'am, thank you so much. No problem. All three of these plans are under a regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans. Yes, ma'am. Thank you. No problem. Do you have any questions? No, ma'am. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with?

Speaker speaker_1: Uh, yes, ma'am. Are you speaking with Fred Logan?

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, ma'am. Um, I, I, I, I'm trying to fi... I'm trying to get a way to get back on a health and dental plan for MAU 'cause that's who I work for. But, um, I turned around and I took a few things off of it but it went on... I, I guess it just kicked me off the whole plan. But I was trying to get back on. It's been like a year, you know, since I've been on it, since I've been in my car accident.

Speaker speaker_0: Okay. I can definitely take a look for you. What's the last four digits- ... of your social?

Speaker speaker_1: 4690.

Speaker speaker_0: And your address?

Speaker speaker_1: Ma'am?

Speaker speaker_0: Your address and date of birth?

Speaker speaker_1: Oh, um, my address is 200 Eunice Drive, Apartment K8, Greenville, South Carolina. And my date of birth is 3/6/80.

Speaker speaker_0: Okay. Can I have your phone number as 561-0240?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Can I have your email address as fredlogan52@gmail.com?

Speaker speaker_1: Shit. Yes, ma'am.

Speaker speaker_0: All righty. And how long have you worked with MAU?

Speaker speaker_1: Um, almost like a year and a half now. Almost like two years.

Speaker speaker_0: And without any breaks? Just two years completely?

Speaker speaker_1: Ma'am?

Speaker speaker_0: Without any s- without any breaks? You worked continuously for them for two years?

Speaker speaker_1: Yes, ma'am, without any breaks. Well, I was o- I was off for, um... I was out for, um, um... I had a bad car accident so I was off for three months. You know what? That's why I probably got taken off of it.

Speaker speaker_0: Yes, sir. 'Cause after four weeks of no deductions you're kicked into a, a department called Cobra. And then, um, you could keep your coverage with them but again,

you would have to start by keeping up with them and since you didn't do either, they canceled it out. Um, but we can reinstate your coverage. If you, if you want this same coverage for you and your spouse, uh, the medical, dental and vision, I can reinstate it for you, um, if that's what you're wanting.

Speaker speaker_1: Mm. No, I just... I just want it for just me.

Speaker speaker_0: Okay. I can do that as well. So we'll go ahead and reinstate it today.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I have the insurance plus basic dental and vision.

Speaker speaker_1: Yes, ma'am. Is, is, is... Can I get a higher one? Like where I pay-

Speaker speaker_0: So-

Speaker speaker_1: ... I have to pay more money?

Speaker speaker_0: For which plan?

Speaker speaker_1: Ma'am, for um, for, for the dental.

Speaker speaker_0: There's only one dental plan offered with MAU.

Speaker speaker_1: Okay. Well, I'll just take the standard one.

Speaker speaker_0: Okay. So that brings your weekly deductions to \$23.05.

Speaker speaker_1: Yes, ma'am. That'll be great.

Speaker speaker_0: It'll take one to three weeks for the staff at AGC to start making those deductions. Once they do, the following Monday you become active. And then later that week, you'll receive your dental and vision card in the mail and then your medical will go to your email.

Speaker speaker_1: Ma'am, thank you so much.

Speaker speaker_0: No problem. All three of these plans are under a regulation called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change these plans.

Speaker speaker_1: Yes, ma'am. Thank you.

Speaker speaker_0: No problem. Do you have any questions?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.