

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Clayton Smalls. And how can I assist you? Uh, Pearl, I work with MAU over at Bosch plant in Charleston, South Carolina. And I've been interested in enrolling, and I seen where I activated a card yesterday. Is that affiliated with you guys? Uh, what does the card say? I'm not sure. Um, well, probably it's not your card, so I'm not even going to worry about it because I don't remember either. It was, uh, activated through my telephone. Hmm, no. We do the, the healthcare benefits so they, the cards wouldn't be able to be activated through the phone. It would depend on- Cool. ... your staff. So I'm not going to even... I'm just going to... I'm responding to the text that was sent. Do y'all offer health benefits? Yes. Um, it would, it... Yes, yes, your agency MAU does offer healthcare benefits, so medical, dental, vision, disability, things like that. Um, the ... price depends on which plan you ch- choose, because everything is separate, and who you choose to cover. And it's something that they take from your check every week. Right. I want to go with the dental. Okay. What are the last four digits of your Social? 9940. And you said you were here with MAU, correct? Correct. Mm... Repeat your name for me. I'll spell it out. C-L-A-Y-T-O-N, and the last name is Smalls, S-M-A-L-L-S. All righty. You can confirm your address and date of birth. It's 1092 Berkeley Street, Apartment Number 32, Hanahan, South Carolina. Birthdate, month being 12th month, 7th day, 1970. Okay, and your phone number is 843-860-4594? I no longer have that phone number. What is your phone number? 843-860-4594. Can I have your email just as claytonsmalls949@gmail.com? Right. And you said you just wanted to do dental? Right. What other kind of insurance you have? I know of medical, dental. Do you got like 401? That would be through your staffing agency. Oh, okay. Okay, so you're currently already enrolled in a dental plan, in the dental plan. Oh, I'm already enrolled in the dental plan? Um- Uh, I don't even have a card or anything 'cause, you know... So they, uh, they, they cover up to \$500 on this dental plan? Correct. Did you hear me, miss? I said correct, yes. That is correct. Okay. Do y'all have extra copies? Um, if you'd like, I can send you a copy of your dental card to your email. Okay, that'll be good. Okay, so that email does come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay, and, uh, uh, so I also have vision through the staffing company already too, right? Not through MAU. Oh. Um, well, how, how much would it be for vision? Vision is an additional \$2.50 a week. All right, I'll go with it. Okay, so that brings your weekly deductions up to \$5.66. Okay, so I, when would I be able to use it? So it takes one or two weeks for the staffing agency to adjust your deductions. Once you see that new deduction amount, the following Monday, your vision becomes active, and then you should receive your card later that week. Okay, and my dental card, will that be coming in the mail as well? Um, I can request a hard copy c- um, be

sent to you if you'd like. It does take seven to 10 business days for that card. Um, and then after that you'll have it. Okay, I would like that. Okay. I would like it. All righty. Is there anything else I can assist you with today? That'll be it. Oh, okay. Just one last thing. Your vision is actually under the IRS regulation as well as, uh, we'll all assume dental. It's called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change those two plans. All right. Thank you so much for calling. You have a great day. All right. Have a good day.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, Clayton Smalls.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, Pearl, I work with MAU over at Bosch plant in Charleston, South Carolina. And I've been interested in enrolling, and I seen where I activated a card yesterday. Is that affiliated with you guys?

Speaker speaker_1: Uh, what does the card say? I'm not sure.

Speaker speaker_2: Um, well, probably it's not your card, so I'm not even going to worry about it because I don't remember either. It was, uh, activated through my telephone.

Speaker speaker_1: Hmm, no. We do the, the healthcare benefits so they, the cards wouldn't be able to be activated through the phone. It would depend on-

Speaker speaker_2: Cool.

Speaker speaker_1: ... your staff.

Speaker speaker_2: So I'm not going to even... I'm just going to... I'm responding to the text that was sent. Do y'all offer health benefits?

Speaker speaker_1: Yes. Um, it would, it... Yes, yes, your agency MAU does offer healthcare benefits, so medical, dental, vision, disability, things like that. Um, the ... price depends on which plan you choose, because everything is separate, and who you choose to cover. And it's something that they take from your check every week.

Speaker speaker_2: Right. I want to go with the dental.

Speaker speaker_1: Okay. What are the last four digits of your Social?

Speaker speaker_2: 9940.

Speaker speaker_1: And you said you were here with MAU, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: Mm... Repeat your name for me.

Speaker speaker_2: I'll spell it out. C-L-A-Y-T-O-N, and the last name is Smalls, S-M-A-L-L-S.

Speaker speaker_1: All righty. You can confirm your address and date of birth.

Speaker speaker_2: It's 1092 Berkeley Street, Apartment Number 32, Hanahan, South Carolina. Birthdate, month being 12th month, 7th day, 1970.

Speaker speaker_1: Okay, and your phone number is 843-860-4594?

Speaker speaker_2: I no longer have that phone number.

Speaker speaker_1: What is your phone number?

Speaker speaker_2: 843-860-4594.

Speaker speaker_1: Can I have your email just as claytonsmalls949@gmail.com?

Speaker speaker_2: Right.

Speaker speaker_1: And you said you just wanted to do dental?

Speaker speaker_2: Right. What other kind of insurance you have? I know of medical, dental. Do you got like 401?

Speaker speaker_1: That would be through your staffing agency.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay, so you're currently already enrolled in a dental plan, in the dental plan.

Speaker speaker_2: Oh, I'm already enrolled in the dental plan?

Speaker speaker_1: Um-

Speaker speaker_2: Uh, I don't even have a card or anything 'cause, you know... So they, uh, they, they cover up to \$500 on this dental plan?

Speaker speaker_1: Correct.

Speaker speaker_2: Did you hear me, miss?

Speaker speaker_1: I said correct, yes. That is correct.

Speaker speaker_2: Okay. Do y'all have extra copies?

Speaker speaker_1: Um, if you'd like, I can send you a copy of your dental card to your email.

Speaker speaker_2: Okay, that'll be good.

Speaker speaker_1: Okay, so that email does come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_2: Okay, and, uh, uh, so I also have vision through the staffing company already too, right?

Speaker speaker_1: Not through MAU.

Speaker speaker_2: Oh. Um, well, how, how much would it be for vision?

Speaker speaker_1: Vision is an additional \$2.50 a week.

Speaker speaker_2: All right, I'll go with it.

Speaker speaker_1: Okay, so that brings your weekly deductions up to \$5.66.

Speaker speaker_2: Okay, so I, when would I be able to use it?

Speaker speaker_1: So it takes one or two weeks for the staffing agency to adjust your deductions. Once you see that new deduction amount, the following Monday, your vision becomes active, and then you should receive your card later that week.

Speaker speaker_2: Okay, and my dental card, will that be coming in the mail as well?

Speaker speaker_1: Um, I can request a hard copy c- um, be sent to you if you'd like. It does take seven to 10 business days for that card. Um, and then after that you'll have it.

Speaker speaker_2: Okay, I would like that.

Speaker speaker_1: Okay.

Speaker speaker_2: I would like it.

Speaker speaker_1: All righty. Is there anything else I can assist you with today?

Speaker speaker_2: That'll be it.

Speaker speaker_1: Oh, okay. Just one last thing. Your vision is actually under the IRS regulation as well as, uh, we'll all assume dental. It's called Section 125, meaning if it is not company open enrollment or you have a qualified life event occur, you cannot cancel or change those two plans.

Speaker speaker_2: All right.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: All right. Have a good day.