

## **Transcript: Pearl**

**Rojas-6397079017537536-5563463245021184**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who knows who you're speaking with. Um, my name is Jessica Bintal? And how can I assist you? Um, I don't know. I got a text message saying that I had 17 days left to enroll or make changes to my insurance. Okay. Did you recently start working with the staffing agency? Um, well, I've been there since last May. Okay. What's the name of the staffing agency? MAU Solutions. MAU is currently in company open enrollment for healthcare benefits. Um, you can enroll, um, make any changes and maybe make any, uh, cancellations, anything you need until the 31st of this month. Um, the prices depend on who you are covering, how many plans you choose, 'cause everything is separate and it's something they, they deduct from your check every week. Right. Um, can, can, can I just do what I have been doing? You already have coverage? Yes. Yep. If you don't want to make any changes, you can just, um, ignore the messages. It's just a reminder in case you wanted to do something. Okay. And then I would like to... Um, my h- I have dental on my husband, but will he just have all the stuff that I have? Can we just cover him for everything that I have too? Okay. What's the name of the staffing agency you work for? MAU. I'm sorry, you said MAU? Yes, ma'am. And what last four digits are your social? Uh, 0508. Okay. Okay, and... Can you confirm your address and date of birth for this one? Uh, 1004 Northwest 5th Street, Cooper, Texas 75432 and my birthday is 8/5/87. All right. And I have your phone number as 737-251-3362? Yes. Can I have your email address as jessicabintal05@gmail.com? Yes. Okay. And you just want to add him on to, to the group accident, critical illness and vision? Yes. Okay. Okay, so that brings your weekly deductions up to \$62.48. All right. Sounds great. All right. It'll take one to two weeks for that staffing agency to update the, the deductions. Once you see the new deductions, then his of, um, his new coverage will become active and you should receive new cards in the mail. They'll say employee spouse on them. Your vision- Okay. Your vision is under that, uh, Section 125 from the IRS. If it's not company open enrollment or you have a qualified life event occur, you cannot cancel or change, um, that plan along with your medical and your dental. Okay. Do you have any questions? I don't. Thank you so much. No problem. Thank you so much for calling. Have a great day. You too. Oh, I'm sorry. No. Give me one... Oh, no. You- Uh-huh? No. I was, uh, thinking I needed your husband's information, but he's already on the account because of the other coverage. You're great. Thank you for having a great day. Yes. All right. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who knows who you're speaking with.

Speaker speaker\_2: Um, my name is Jessica Bintal?

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, I don't know. I got a text message saying that I had 17 days left to enroll or make changes to my insurance.

Speaker speaker\_1: Okay. Did you recently start working with the staffing agency?

Speaker speaker\_2: Um, well, I've been there since last May.

Speaker speaker\_1: Okay. What's the name of the staffing agency?

Speaker speaker\_2: MAU Solutions.

Speaker speaker\_1: MAU is currently in company open enrollment for healthcare benefits. Um, you can enroll, um, make any changes and maybe make any, uh, cancellations, anything you need until the 31st of this month. Um, the prices depend on who you are covering, how many plans you choose, 'cause everything is separate and it's something they, they deduct from your check every week.

Speaker speaker\_2: Right. Um, can, can, can I just do what I have been doing?

Speaker speaker\_1: You already have coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Yep. If you don't want to make any changes, you can just, um, ignore the messages. It's just a reminder in case you wanted to do something.

Speaker speaker\_2: Okay. And then I would like to... Um, my h- I have dental on my husband, but will he just have all the stuff that I have? Can we just cover him for everything that I have too?

Speaker speaker\_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: I'm sorry, you said MAU?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And what last four digits are your social?

Speaker speaker\_2: Uh, 0508.

Speaker speaker\_1: Okay. Okay, and... Can you confirm your address and date of birth for this one?

Speaker speaker\_2: Uh, 1004 Northwest 5th Street, Cooper, Texas 75432 and my birthday is 8/5/87.

Speaker speaker\_1: All righty. And I have your phone number as 737-251-3362?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I have your email address as jessicabintal05@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you just want to add him on to, to the group accident, critical illness and vision?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Okay, so that brings your weekly deductions up to \$62.48.

Speaker speaker\_2: All right. Sounds great.

Speaker speaker\_1: All right. It'll take one to two weeks for that staffing agency to update the, the deductions. Once you see the new deductions, then his of, um, his new coverage will become active and you should receive new cards in the mail. They'll say employee spouse on them. Your vision-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Your vision is under that, uh, Section 125 from the IRS. If it's not company open enrollment or you have a qualified life event occur, you cannot cancel or change, um, that plan along with your medical and your dental.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: I don't. Thank you so much.

Speaker speaker\_1: No problem. Thank you so much for calling. Have a great day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Oh, I'm sorry. No. Give me one... Oh, no. You-

Speaker speaker\_2: Uh-huh?

Speaker speaker\_1: No. I was, uh, thinking I needed your husband's information, but he's already on the account because of the other coverage. You're great. Thank you for having a great day.

Speaker speaker\_2: Yes. All right. Thank you.

Speaker speaker\_1: Bye.