

Transcript: Sara

Marulanda-5642167235067904-5350432023986176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, this is Sara from Benefits GennaCard. Who do I speaking with? Uh, Dexter Smith. Hello, Mr. Smith, how may I help you? I was calling today because I know it's open enrollment time. Okay. And I need to go in there and make some changes, drop some, drop that dental and medical insurance, please. Sure, I can help you with that. May I have, please, the last four digits of your Social Security number and the name of the agency that you are working with? 1382, and I work for Michelin or Mau's, M-A-U. M-A-U, okay. M-A-U, yes, ma'am. Okay, Mr. Dexter Smith, uh, just for security purposes, can you please verify your address and date of birth? 1141 Highway 134 East, that's Deleville, Alabama 36322. Date of birth, 12/11/1980. And is your email dexmi- Yes. ...500@gmail.com? Yes. And is your phone number 334-389-1093? Yes. Thank you very much, so give me just a minute, please. Hm, I'm so sorry. Good job. Just a minute, I'm waiting for the system to finish downloading. Take your time. Thank you, sir. So your name is Sara, right? Yes, sir, Sara, S-A-R-A. Okay, SARA. Uh, Mr. Smith, uh, your company open enrollment period is gonna start on December the 18th. So you said you want to drop off what plan? Um, the medical and dental and vision. I think I have medical, because all of it is just too costly, it's not ben- it's not beneficial. Okay, in that case, for us to cancel those benefits, we have to wait until the next company open enrollment period on 18, uh, December the 18th, because th- uh, those plans are under Section 125, and we cannot make any cancellations on those plans right now, but we can do that on, uh, December the 18th. Okay, I'm writing it down right now to call back. Yes, please, yeah. That's gonna be December the 18th to January the... let me tell you two months. Okay. January the 30th. Okay, of 2025? Yes, sir. Okay. All right, well, I will definitely give y'all a call back 'cause I'm 18th on the 19th. I'll call back this month. Sure, sir. Um, the only plans that, uh, we can drop off at this moment, uh, would be the short-term disability, term life, critical illness and the 24-hour group accident, and ID expert. Would you like to cancel those? Okay, now, the... You said I had, uh, the term life. How much would... Let me turn my TV down so I can hear you, I'm sorry. Okay. The plans that are under Section 125, we cannot touch those plans until December the 18th. But the plans that are not under Section 125, you are allowed to cancel them. Those plans are short-term disability, term life, critical illness, 24-hour group accident and ID expert. The question is, do you want to cancel those or you want to wait until Ja- uh, December the 18th to cancel everything? Yeah. I'll just wait to cancel everything, but I, I'm not gonna cancel my term life, I need that. Okay. I'm not gonna cancel it, mmm-hmm. I'm gon- I'm gonna keep that. Um... Okay, so in that case, we can wait until the 18th. Yes, ma'am, 'cause, okay, you said I have short-term, um, 24-hour, um... Group accident, critical illness. Okay, I'm gonna drop this one, critical illness. And ID expert. ID what, now? ID expert. ID expert. Hmm. And you said short-term disability? Yes, sir. Okay. Uh, if you want to, we can go ahead and drop the

short-term disability now. We can drop the critical illness. We can drop that ID expert, whatever that was. Okay. Um, uh, 24-hour. Group accident? Group... Mm, how much is that a month? That one is \$2.04 per week. Per week, okay, I'll keep that. Hmm. And short-term, I mean, the term life, I want to keep that. Okay. Okay, that was, how much that one is a week? The term life is \$2.11 per week. Okay. Okay. All right, I'm going to drop those other three. Okay. So we're dropping now the short-term disability, \$4.02 per week, uh, critical illness, \$2.56 per week, ID expert, \$1.98 per week, and you're keeping the rest until the 18th and we'll- ... find out what you want to do, right? Yeah, I'm more than certain I'm going to keep the, um, the term life and the 24-hour accident- Group accident? Yes, ma'am. Um, the short-term disability, how much was that a week? \$4.02 per week. Is that... Okay, so I'm going to drop the short-term disability. Uh, right now I'm just gonna keep the, the term life and the 24-hour accident. I'm gonna keep those. Okay, sir. Perfect. So, you need to allow one to two weeks for your new, um, deductions to become active, which will be \$37.76. Just remember, it will take like one to two weeks for the cancellation of the three plans you're canceling now to become active. Okay, and then you say I'll still be paying how much a week? It's going to be \$37.76. Good. You're going to see those new deductions in one or two weeks. Okay, so... Hmm. Yeah, I'm trying to save because my hours have been cut too. I'm only... I'm not working 12 to 16 hours or more. I'm working only eight hours a day. I understand you. Yeah. Yes, sir, I understand you. Yeah, so I think... Hmm. Okay, but the other stuff that I have on there that I can only drop until the 18th, that'll make you go down too, right? Until the 18th. Yes, sir. Okay, gotcha. All correct. Okay, I understand now. Okay. All right. All righty, sir. Okay, Cheryl, thank you so much. Anything else? You're welcome. Is there anything else that I can help you with? No, ma'am. That will be it. All righty, sir. So thank you for calling Benefits Net Card. Wish you too have a wonderful day. You as well, Miss Cheryl. Thank you. You're more than welcome, sir. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello, this is Sara from Benefits GennaCard. Who do I speaking with? Uh, Dexter Smith. Hello, Mr. Smith, how may I help you? I was calling today because I know it's open enrollment time. Okay. And I need to go in there and make some changes, drop some, drop that dental and medical insurance, please. Sure, I can help you with that. May I have, please, the last four digits of your Social Security number and the name of the agency that you are working with? 1382, and I work for Michelin or Mau's, M-A-U. M-A-U, okay. M-A-U, yes, ma'am. Okay, Mr. Dexter Smith, uh, just for security purposes, can you please verify your address and date of birth? 1141 Highway 134 East, that's Deleville, Alabama 36322. Date of birth, 12/11/1980. And is your email dexmi- Yes. ...500@gmail.com? Yes. And is your phone number 334-389-1093? Yes. Thank you very much, so give me just a minute, please. Hm, I'm so sorry. Good job. Just a minute, I'm waiting for the system to finish downloading. Take your time. Thank you, sir. So your name is Sara, right? Yes, sir, Sara, S-A-R-A. Okay, SARA. Uh, Mr. Smith, uh, your company open enrollment period is gonna start on December the 18th. So you said you want to drop off what plan? Um, the medical and dental and vision. I think I have medical, because all of it is just too costly, it's not ben- it's not beneficial. Okay, in that case,

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