

## **Transcript: Sara**

**Marulanda-6439770304724992-5179178277322752**

### **Full Transcript**

Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, sir? Hey, my name is Raphael, Rafael Rosa. And I'm an employee for MAU. Hello, Mr. Rosa. How may I help you? I, uh, recently started working for MAU, and I'm trying to find out my insurance. Okay. May I have the, uh, the last four digits of your Social Security number to locate you on the system? 7472. Thank you very much. And just for security purposes, can you please verify your address and date of birth? Uh, 44 Aliena Drive, in Greer, South Carolina. And, uh, December 31st, 1997. So rafa@... That's A-S- Yes. ... ra... No. Is rafa@phora rosa at gmail.com? Yeah. And is your phone number 864-518-5539? Yes. Thank you very much. Yes, sir, you are enrolled, but your coverage is not active. We're still waiting for your company to start making deductions. Okay. When will that happen? When, uh, when will that be due? Sir? When will that be done? Well, it depends on MAU. We don't make the deduction... make the deductions from your paycheck. We're just waiting for them to make the deductions. Once you see the first deduction, that means the following... receive the ID cards by the end of that week. If you have not received them by then, please give us a call. We can send you virtual copies, while wait for the hard copy to arrive on the mail. But first we have to receive the, the, um, the payment, and, uh, we're still waiting for it. As I say, it depends on MAU. Okay. Okay. Well, what insurance is it under that we - What? Okay. At least tell me what's the insurance please. Okay. Um, the medical and the dental are under APL, which is American Public Life. And the preventive care is under, um, IMA, which is Insurance Management Administrators. Okay. So, again, the, the name of the first one is? APL, American Public Life. Okay. Thank you so much. And what was the other one? The other one, the other one is? Is IMA or, uh, 90 Degrees. Either name. Okay. Thank you so much. And that will kick in when payment goes through? And that will kick in after first payment goes through, right? I'm sorry, can you repeat that for me? And that will kick in after first payment goes through, right? Yes. Once we're... I mean, you're gonna see the deduction by the end of the week, and we're supposed to receive it by the following Monday. If we do, that's when the coverage become active. The following Monday, as in, like, not this Monday but the following? The following Monday is not this Monday, but the next one, right? Um, no. What I mean is, whatever Friday you see the deduction, we're going to receive them... the, the payment the following Monday. Uh, I don't know if it's gonna be... I don't know if you have deduction this week or the following week. Okay. Okay. Thank you so much. Oh, you're more than welcome, sir. Have a wonderful day, and thank you for calling Benefits in a Cart. Have a good day. Thank you. Bye-bye.

### **Conversation Format**

Speaker None: Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, sir? Hey, my name is Raphael, Rafael Rosa. And I'm an employee for MAU. Hello, Mr. Rosa. How may I help you? I, uh, recently started working for MAU, and I'm trying to find out my insurance. Okay. May I have the, uh, the last four digits of your Social Security number to locate you on the system? 7472. Thank you very much. And just for security purposes, can you please verify your address and date of birth? Uh, 44 Aliena Drive, in Greer, South Carolina. And, uh, December 31st, 1997. So rafa@... That's A-S- Yes. ... ra... No. Is rafa@phora rosa at gmail.com? Yeah. And is your phone number 864-518-5539? Yes. Thank you very much. Yes, sir, you are enrolled, but your coverage is not active. We're still waiting for your company to start making deductions. Okay. When will that happen? When, uh, when will that be due? Sir? When will that be done? Well, it depends on MAU. We don't make the deduction... make the deductions from your paycheck. We're just waiting for them to make the deductions. Once you see the first deduction, that means the following... receive the ID cards by the end of that week. If you have not received them by then, please give us a call. We can send you virtual copies, while wait for the hard copy to arrive on the mail. But first we have to receive the, the, um, the payment, and, uh, we're still waiting for it. As I say, it depends on MAU. Okay. Okay. Well, what insurance is it under that we - What? Okay. At least tell me what's the insurance please. Okay. Um, the medical and the dental are under APL, which is American Public Life. And the preventive care is under, um, IMA, which is Insurance Management Administrators. Okay. So, again, the, the name of the first one is? APL, American Public Life. Okay. Thank you so much. And what was the other one? The other one, the other one is? Is IMA or, uh, 90 Degrees. Either name. Okay. Thank you so much. And that will kick in when payment goes through? And that will kick in after first payment goes through, right? I'm sorry, can you repeat that for me? And that will kick in after first payment goes through, right? Yes. Once we're... I mean, you're gonna see the deduction by the end of the week, and we're supposed to receive it by the following Monday. If we do, that's when the coverage become active. The following Monday, as in, like, not this Monday but the following? The following Monday is not this Monday, but the next one, right? Um, no. What I mean is, whatever Friday you see the deduction, we're going to receive them... the, the payment the following Monday. Uh, I don't know if it's gonna be... I don't know if you have deduction this week or the following week. Okay. Okay. Thank you so much. Oh, you're more than welcome, sir. Have a wonderful day, and thank you for calling Benefits in a Cart. Have a good day. Thank you. Bye-bye.