

Transcript: VICTORIA

Taylor-4804155859058688-5467600363241472

Full Transcript

Thank you for calling Benefits of the Cart. This is Victoria. How can I help you? Hi. I called to find out if I'm still eligible for my benefits. I'm not 90 days in yet. Uh, on my onboarding, I had turned down the, um, benefits, but some things are changing and I need to see if I can still get them. Okay. What's the name of the agency you work for? MAU Solutions. And the last four of your Social? 7031. And your first and last name? Steven Jones. Okay. Do you mind verifying your address and date of birth? 606 South 6th Street, Lanett, Alabama 36863. And your date of birth? September 12, 1988. And then phone number is 706-415-9179? Yes. And then email is jonesp96@gmail? Yes. Okay. Um, have you received your first check from MAU yet? No. Um, I think that'll be this Friday. Okay. Uh, yeah, so you, you typically have 30 days from the date of your first check to get enrolled. Okay. Um, so- Do you know what's being offered or what you're wanting to enroll into? Um, definitely medical, dental and vision. Um, I just, I don't know the details of them, so like, getting a breakdown would be great so I can discuss it with my wife. Okay. Of like cost, and the benefit package. Yeah. I can send that to your email, and then once you make a decision you can just call us back to enroll from there. Okay. And, um, I can do that anytime in the next 30 days? Yeah. So you... Like I said, you have 30 days from the date of your first paycheck to get enrolled, and then once you're ready just call us and we can get you enrolled over the phone. Okay. And, um, how soon do the bene- Like, if I were to accept the... If I were to get the benefits, how soon do they take effect? Is that immediately or...? Definitely not immediately. Um, once you enroll- Okay. ... it can take about one to two weeks to be processed, um, through your payroll department. So once you see that first deduction being made out of your check, coverage starts the following Monday. Okay. So the first deduction, the next Monday. Okay. All right. Well- Yeah. So I would say... It... After you enroll, it can take anywhere from two to three weeks. Okay. Mm-hmm. All right. If you'll send me the, the details of everything, that would be great, so we can mull it over. Okay. I just sent that to your email, so you should get it here in a few seconds. Uh, did you need help with anything else? Um, no. That's all. Alrighty. You have a wonderful day. All right. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits of the Cart. This is Victoria. How can I help you?

Speaker speaker_1: Hi. I called to find out if I'm still eligible for my benefits. I'm not 90 days in yet. Uh, on my onboarding, I had turned down the, um, benefits, but some things are changing

and I need to see if I can still get them.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: MAU Solutions.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7031.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Steven Jones.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: 606 South 6th Street, Lanett, Alabama 36863.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: September 12, 1988.

Speaker speaker_0: And then phone number is 706-415-9179?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is jonesp96@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, have you received your first check from MAU yet?

Speaker speaker_1: No. Um, I think that'll be this Friday.

Speaker speaker_0: Okay. Uh, yeah, so you, you typically have 30 days from the date of your first check to get enrolled.

Speaker speaker_1: Okay. Um, so-

Speaker speaker_0: Do you know what's being offered or what you're wanting to enroll into?

Speaker speaker_1: Um, definitely medical, dental and vision. Um, I just, I don't know the details of them, so like, getting a breakdown would be great so I can discuss it with my wife.

Speaker speaker_0: Okay.

Speaker speaker_1: Of like cost, and the benefit package.

Speaker speaker_0: Yeah. I can send that to your email, and then once you make a decision you can just call us back to enroll from there.

Speaker speaker_1: Okay. And, um, I can do that anytime in the next 30 days?

Speaker speaker_0: Yeah. So you... Like I said, you have 30 days from the date of your first paycheck to get enrolled, and then once you're ready just call us and we can get you enrolled over the phone.

Speaker speaker_1: Okay. And, um, how soon do the bene- Like, if I were to accept the... If I were to get the benefits, how soon do they take effect? Is that immediately or...?

Speaker speaker_0: Definitely not immediately. Um, once you enroll-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it can take about one to two weeks to be processed, um, through your payroll department. So once you see that first deduction being made out of your check, coverage starts the following Monday.

Speaker speaker_1: Okay. So the first deduction, the next Monday. Okay. All right. Well-

Speaker speaker_0: Yeah. So I would say... It... After you enroll, it can take anywhere from two to three weeks.

Speaker speaker_1: Okay.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: All right. If you'll send me the, the details of everything, that would be great, so we can mull it over.

Speaker speaker_0: Okay. I just sent that to your email, so you should get it here in a few seconds. Uh, did you need help with anything else?

Speaker speaker_1: Um, no. That's all.

Speaker speaker_0: Alrighty. You have a wonderful day.

Speaker speaker_1: All right. You too. Bye-bye.

Speaker speaker_0: Thank you. Bye-bye.