

## **Transcript: VICTORIA**

**Taylor-5133832875196416-5183107172712448**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, is this Justin? Yes. Hey, Justin. This is Victoria with Benefits on a Card. Um- Okay. ... I'm just giving you a call back in regards to the benefits through MAU. Um, I did hear back from eligibility and you are able to enroll, so I'm gonna process the enrollment on my end. Um, just to let you know, it looks like for everything that you requested, the MEC Insure Plus Enhance, uh, group accident, dental, term life and vision for employee only, um, it does come out to a total of \$43.96 a week. Okay. Um- Mm-hmm. ... now the, the medical, dental and vision, all three of these plans are under Section 125, which is basically an IRS code, um, that allows you to pay your share of the premium with pre-tax dollars. Because of that, once you're enrolled, um, the IRS does put stipulations on when you're able to change or cancel. Um, so you do have to be within your personal open enrollment period, which is 30 days from the date of your first check, or within the company's open enrollment period that they have yearly in order to change or cancel those plans. Outside of those two periods, you will need a qualifying life event in order to change or cancel the medical, dental or vision. Okay. Um- Mm-hmm. ... the actual enrollment process, it's gonna take about one to two weeks for this to be processed through your payroll, uh- Okay. ... but once you see that first deduction being made out of your check, the coverage will start the following Monday. And then once the coverage is actually active, ID cards are made and sent to you within seven to ten business days. All right. Sweet. Yes, sir. All- Um, was there anything else maybe you had questions on? No, ma'am. Okay, perfect. No, ma'am. You have a wonderful day. Thank you very much. Uh- Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hey, is this Justin?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Hey, Justin. This is Victoria with Benefits on a Card. Um-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... I'm just giving you a call back in regards to the benefits through MAU. Um, I did hear back from eligibility and you are able to enroll, so I'm gonna process the enrollment on my end. Um, just to let you know, it looks like for everything that you requested, the MEC Insure Plus Enhance, uh, group accident, dental, term life and vision for employee only, um, it does come out to a total of \$43.96 a week.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Um-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... now the, the medical, dental and vision, all three of these plans are under Section 125, which is basically an IRS code, um, that allows you to pay your share of the premium with pre-tax dollars. Because of that, once you're enrolled, um, the IRS does put stipulations on when you're able to change or cancel. Um, so you do have to be within your personal open enrollment period, which is 30 days from the date of your first check, or within the company's open enrollment period that they have yearly in order to change or cancel those plans. Outside of those two periods, you will need a qualifying life event in order to change or cancel the medical, dental or vision.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Um-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... the actual enrollment process, it's gonna take about one to two weeks for this to be processed through your payroll, uh-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... but once you see that first deduction being made out of your check, the coverage will start the following Monday. And then once the coverage is actually active, ID cards are made and sent to you within seven to ten business days.

Speaker speaker\_0: All right. Sweet.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: All-

Speaker speaker\_2: Um, was there anything else maybe you had questions on?

Speaker speaker\_0: No, ma'am.

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_0: No, ma'am.

Speaker speaker\_2: You have a wonderful day.

Speaker speaker\_0: Thank you very much. Uh-

Speaker speaker\_2: Thank you. Bye-bye.