

## Transcript: VICTORIA

**Taylor-5623766257287168-6597375482183680**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Hi, Victoria. I was wondering, I have a... Um, do you all have family plans? Yes, ma'am. Uh, what's the name of the agency you work for? Uh, MAU. Okay. Yeah, um, they have plans for, you know, if you're just wanting it for yourself, they have it for employee plus spouse, employee plus children, and then employee plus family, which would be you, a spouse and children. So what about... You said you have one for me and the ch- a child? I have a daughter, and I wanna make sure- Yes. You can do... For that, you can do employee plus children. And how, how often do we get to add or make alterations or whatever? Um, so I know once you first get, uh, hired, like hired on with MAU, they give you 30 days from the date of your first check to get enrolled or make any changes. And then outside of that, the only time to make changes or get enrolled is during the company's open enrollment period, which they're currently in up until the 31st of this month. So, c-can I add my... Can I get the one plan with the children with the... With me and the child? Sure. Let me pull up your file. What's the last four of your Social? 7995. Your first and last name? Beshonda Gardner. Okay. And then \*\*\*\*\* verify your address and date of birth. My address is, uh, 231 Blazer Drive, Kinsey, Alabama 36303. And what else you need? Your date of birth. 05/07/71. Okay. Phone number 334-3500-629? Right. And then email is first and last name 313 at icloud.com? Yes. Okay. So I see that you're currently enrolled into a couple different things. Are you wanting to add your child onto everything that you're enrolled into or just certain plans? The, the medical and the vision and dental. Well, and I don't even remember how... Okay. I just wanna put her on the medical, dental and vision. Is that everything that I have? Okay. Okay. Um, well, you have group accident, you have dental, you have short-term disability, you have critical illness, term life, vision, the ID experts, behavioral health, and the MEC enhanced medical. Okay. She don't need all that I don't think. Mm. Just the dental. This is... Let's just do the dental, vision and, um, health. Okay. And then just to make sure I'm understanding, are you wanting to keep the remainder just for yourself? Yes, ma'am. Okay. I want to keep every... But for h- I don't know how that goes. So, what I have right now is I have the dental, vision and the MEC enhanced medical plan for employee plus child. Then I have the short-term disability, the term life, the critical illness, the group accident, behavioral health and the ID experts for just yourself. Okay. That's fine. So, um, that would come out to a total of \$70.40 a week. Okay. And then let me get her listed. Give me one second. And what is her name? Ashley, A-S-H-L-E-Y. Marie, M-A-R-I-E. Last name, Gardner. And date of birth? 03/01/03. Was that March 1st of, uh, 2003? Yes. Okay. And then, uh, what is the full Social? Oh, Lord. Let me get her Social. Hold on. Don't hang up. \*\*\*\*\*. I'm sorry. You're fine.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker\_2: Hi, Victoria. I was wondering, I have a... Um, do you all have family plans?

Speaker speaker\_1: Yes, ma'am. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Uh, MAU.

Speaker speaker\_1: Okay. Yeah, um, they have plans for, you know, if you're just wanting it for yourself, they have it for employee plus spouse, employee plus children, and then employee plus family, which would be you, a spouse and children.

Speaker speaker\_2: So what about... You said you have one for me and the ch- a child? I have a daughter, and I wanna make sure-

Speaker speaker\_1: Yes. You can do... For that, you can do employee plus children.

Speaker speaker\_2: And how, how often do we get to add or make alterations or whatever?

Speaker speaker\_1: Um, so I know once you first get, uh, hired, like hired on with MAU, they give you 30 days from the date of your first check to get enrolled or make any changes. And then outside of that, the only time to make changes or get enrolled is during the company's open enrollment period, which they're currently in up until the 31st of this month.

Speaker speaker\_2: So, c-can I add my... Can I get the one plan with the children with the... With me and the child?

Speaker speaker\_1: Sure. Let me pull up your file. What's the last four of your Social?

Speaker speaker\_2: 7995.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Beshonda Gardner.

Speaker speaker\_1: Okay. And then \*\*\*\*\* verify your address and date of birth.

Speaker speaker\_2: My address is, uh, 231 Blazer Drive, Kinsey, Alabama 36303. And what else you need?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: 05/07/71.

Speaker speaker\_1: Okay. Phone number 334-3500-629?

Speaker speaker\_2: Right.

Speaker speaker\_1: And then email is first and last name 313 at icloud.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I see that you're currently enrolled into a couple different things. Are you wanting to add your child onto everything that you're enrolled into or just certain plans?

Speaker speaker\_2: The, the medical and the vision and dental. Well, and I don't even remember how... Okay. I just wanna put her on the medical, dental and vision. Is that everything that I have?

Speaker speaker\_1: Okay. Okay. Um, well, you have group accident, you have dental, you have short-term disability, you have critical illness, term life, vision, the ID experts, behavioral health, and the MEC enhanced medical.

Speaker speaker\_2: Okay. She don't need all that I don't think. Mm. Just the dental. This is... Let's just do the dental, vision and, um, health.

Speaker speaker\_1: Okay. And then just to make sure I'm understanding, are you wanting to keep the remainder just for yourself?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I want to keep every... But for h- I don't know how that goes.

Speaker speaker\_1: So, what I have right now is I have the dental, vision and the MEC enhanced medical plan for employee plus child. Then I have the short-term disability, the term life, the critical illness, the group accident, behavioral health and the ID experts for just yourself.

Speaker speaker\_2: Okay. That's fine.

Speaker speaker\_1: So, um, that would come out to a total of \$70.40 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then let me get her listed. Give me one second. And what is her name?

Speaker speaker\_2: Ashley, A-S-H-L-E-Y. Marie, M-A-R-I-E. Last name, Gardner.

Speaker speaker\_1: And date of birth?

Speaker speaker\_2: 03/01/03.

Speaker speaker\_1: Was that March 1st of, uh, 2003?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then, uh, what is the full Social?

Speaker speaker\_2: Oh, Lord. Let me get her Social. Hold on. Don't hang up. \*\*\*\*\*. I'm sorry.

Speaker speaker\_1: You're fine.