

Transcript: Chris Sofield

(deactivated)-5175511183048704-5260604350185472

Full Transcript

Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Uh, I faxed over the information and they told me to call. Okay. What staffing company do you work with? Uh, MAU. And last four of your Social? 8287. Your first and last name? Marion Moore. Thank you, Mr. Moore. Could you verify your address and date of birth for me? 123 Blake Drive, 9/10/73. That's my birthdate by the way, 9/10/73. Okay. And then, what was the address one more time, including city, state and zip code? 123 Blake Drive, Augusta, Georgia, 30909. Okay. We have a different address on file. You can't have a different address than the one I just faxed you and I'm reading off the paper. We do not have an address in Augusta, Georgia on file, sir. We have one that looks like- 123 Blake Drive, City, Augusta, State, Georgia, 30909, lilpeavee@gmail. I just faxed this today. Okay, I understand that, sir, but it could be possible that the information has not been updated in our system yet because we do not have an address in Georgia on file. We have one in South Carolina. Did you previously have any, any addresses in South Carolina? Is that 112 Davis Road? Yes, sir, and the rest of that one? See, but I don't live there anymore. I, I understand that, but in order for us- Okay. ... to update the address, we need to verify the old one. Uh, 112 Davis Road, Graniteville, South Carolina, I wanna say 29803. All right. Thank you. So you said it was 123 Blake Drive? Yes, sir. Okay. Blake Drive, Augusta, Georgia, and what was the zip code one more time? 30909. Thank you. I have a question for you. Yes, sir. Did I deal with, did I deal with you guys when I was at Sam's Club or something? Uh, we don't partner with Sam's Club unless you- Okay, so- ... had that job through MAU in the past. No, so it's just an MAU thing, that's why you have my address. That's all I was wondering, it just freaked me out for a second. Okay. All right then. And then, um, this may be an old phone number that we have on file, again from probably previous, uh, previous work with MAU, but we have 803-257-6012. Yeah, that's definitely not... That used to be my number, that is no longer my number. Okay, what's the new number? 706-739-3579. And- And I do not need this to start this week, I need it to start next week. Okay. Let me... And you said you faxed it over? Yes. One moment. I'm not seeing that we've received anything. Wow. Yeah, so that, that would be why nothing got updated. It doesn't look like anything ever got actually received. Um, however, if you still have the, if you have the document, I can just enter it- Yes, I do. ... on the system right here. Uh, what did- Okay. ... you select to enroll into? Insur- Insurance Plus Enhanced, 24.69 is the price, and that's just for me. All right. I got the dental, 3.51, that's just for me. And I have the vision, 2.15, and that's also just for me. All right. InsurPlus Enhanced, dental and vision, all for just yourself. And those, just those three plans? Yes. Yes. All right, total is \$30.35 per week. Do we authorize MAU to make these deductions? Not until next week, but yes. All right. So it's, it's gonna take one to two weeks for the enrollment to process. Um- Okay. Once everything processes, only after then is when you would start seeing any deductions coming out of your

checks. Okay, okay. Your policy is... Yeah, your policy is not going to become effective until the Monday following the first deduction, uh, with ID cards typically arriving about a week or two after that. Now, um- Okay. ... just so you are aware, these three plans are known as Section 125 plans. It may say that on the f- it should say that on the form already, but I'll just go over it for you as well. Um, Section 125 is an IRS regulation. Uh, it allows MAU to make the deductions for the plans pre-tax, but because that's allowed, they then require that if you enroll into any plans under that restriction, you're required to stay enrolled into them as long as you're working through MAU. Um, as such- I'm fine with that. Yeah, you, uh, just gotta go through the rest of the, uh, disclaimer. As such, you are, uh, you are only allowed to make changes to that plan during open enrollment. Once open enrollment ends, you're locked into these plans until the next open enrollment window or you've, uh, or you experience a qualifying life event, something like getting married, having a child or getting an insurance plan through another company. Any questions regarding that? No, sir. All right. So that's all we needed to set up your enrollment. Was there anything else I could help you with? No, not at all. Thank you very much. You're welcome. Thanks for calling and have a wonderful- You too. Goodbye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_1: Uh, I faxed over the information and they told me to call.

Speaker speaker_0: Okay. What staffing company do you work with?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And last four of your Social?

Speaker speaker_1: 8287.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Marion Moore.

Speaker speaker_0: Thank you, Mr. Moore. Could you verify your address and date of birth for me?

Speaker speaker_1: 123 Blake Drive, 9/10/73. That's my birthdate by the way, 9/10/73.

Speaker speaker_0: Okay. And then, what was the address one more time, including city, state and zip code?

Speaker speaker_1: 123 Blake Drive, Augusta, Georgia, 30909.

Speaker speaker_0: Okay. We have a different address on file.

Speaker speaker_1: You can't have a different address than the one I just faxed you and I'm reading off the paper.

Speaker speaker_0: We do not have an address in Augusta, Georgia on file, sir. We have one that looks like-

Speaker speaker_1: 123 Blake Drive, City, Augusta, State, Georgia, 30909, lilpeavee@gmail. I just faxed this today.

Speaker speaker_0: Okay, I understand that, sir, but it could be possible that the information has not been updated in our system yet because we do not have an address in Georgia on file. We have one in South Carolina. Did you previously have any, any addresses in South Carolina?

Speaker speaker_1: Is that 112 Davis Road?

Speaker speaker_0: Yes, sir, and the rest of that one?

Speaker speaker_1: See, but I don't live there anymore.

Speaker speaker_0: I, I understand that, but in order for us-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to update the address, we need to verify the old one.

Speaker speaker_1: Uh, 112 Davis Road, Graniteville, South Carolina, I wanna say 29803.

Speaker speaker_0: All right. Thank you. So you said it was 123 Blake Drive?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Blake Drive, Augusta, Georgia, and what was the zip code one more time?

Speaker speaker_1: 30909.

Speaker speaker_0: Thank you.

Speaker speaker_1: I have a question for you.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Did I deal with, did I deal with you guys when I was at Sam's Club or something?

Speaker speaker_0: Uh, we don't partner with Sam's Club unless you-

Speaker speaker_1: Okay, so-

Speaker speaker_0: ... had that job through MAU in the past.

Speaker speaker_1: No, so it's just an MAU thing, that's why you have my address. That's all I was wondering, it just freaked me out for a second.

Speaker speaker_0: Okay. All right then. And then, um, this may be an old phone number that we have on file, again from probably previous, uh, previous work with MAU, but we have 803-257-6012.

Speaker speaker_1: Yeah, that's definitely not... That used to be my number, that is no longer my number.

Speaker speaker_0: Okay, what's the new number?

Speaker speaker_1: 706-739-3579.

Speaker speaker_0: And-

Speaker speaker_1: And I do not need this to start this week, I need it to start next week.

Speaker speaker_0: Okay. Let me... And you said you faxed it over?

Speaker speaker_1: Yes.

Speaker speaker_0: One moment. I'm not seeing that we've received anything.

Speaker speaker_1: Wow.

Speaker speaker_0: Yeah, so that, that would be why nothing got updated. It doesn't look like anything ever got actually received. Um, however, if you still have the, if you have the document, I can just enter it-

Speaker speaker_1: Yes, I do.

Speaker speaker_0: ... on the system right here. Uh, what did-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you select to enroll into?

Speaker speaker_1: Insur- Insurance Plus Enhanced, 24.69 is the price, and that's just for me.

Speaker speaker_0: All right.

Speaker speaker_1: I got the dental, 3.51, that's just for me. And I have the vision, 2.15, and that's also just for me.

Speaker speaker_0: All right. InsurPlus Enhanced, dental and vision, all for just yourself. And those, just those three plans?

Speaker speaker_1: Yes. Yes.

Speaker speaker_0: All right, total is \$30.35 per week. Do we authorize MAU to make these deductions?

Speaker speaker_1: Not until next week, but yes.

Speaker speaker_0: All right. So it's, it's gonna take one to two weeks for the enrollment to process. Um-

Speaker speaker_1: Okay.

Speaker speaker_0: Once everything processes, only after then is when you would start seeing any deductions coming out of your checks.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Your policy is... Yeah, your policy is not going to become effective until the Monday following the first deduction, uh, with ID cards typically arriving about a week or two after that. Now, um-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just so you are aware, these three plans are known as Section 125 plans. It may say that on the f- it should say that on the form already, but I'll just go over it for you as well. Um, Section 125 is an IRS regulation. Uh, it allows MAU to make the deductions for the plans pre-tax, but because that's allowed, they then require that if you enroll into any plans under that restriction, you're required to stay enrolled into them as long as you're working through MAU. Um, as such-

Speaker speaker_1: I'm fine with that.

Speaker speaker_0: Yeah, you, uh, just gotta go through the rest of the, uh, disclaimer. As such, you are, uh, you are only allowed to make changes to that plan during open enrollment. Once open enrollment ends, you're locked into these plans until the next open enrollment window or you've, uh, or you experience a qualifying life event, something like getting married, having a child or getting an insurance plan through another company. Any questions regarding that?

Speaker speaker_1: No, sir.

Speaker speaker_0: All right. So that's all we needed to set up your enrollment. Was there anything else I could help you with?

Speaker speaker_1: No, not at all. Thank you very much.

Speaker speaker_0: You're welcome. Thanks for calling and have a wonderful-

Speaker speaker_1: You too.

Speaker speaker_0: Goodbye now.