

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, this is Keith Lancaster. I just wanted to... I sent a email with my, um, insurance in- information paper. Insurance, um, form, and I... I just wanna know that y'all get it. Hol- one moment. What staffing company do you work with? Uh, MAU. Last four of your Social? 9273. Can you verify your address and date of birth, please? 611 Ridgefield Drive, 10/12/1982. And the rest of the address? I need the city, state and zip as well. Um, North Augusta, South Carolina, 29841. Thank you. Your phone on file was 706-619-9835? Uh-huh. Okay. Let me, let me see if I can find anything. Please hold. Yeah. Mr. Lancaster? Yep. Thank you for holding. Appreciate your patience. Um, so, not able to locate anything. Where are you sending it? I was sending it to this... It, it says faxing at... Faxing at benefits.com. Faxing@benefits.com? It's on, it's in here. Faxing@benefitsinacard.com. That's where I sent the email to. Okay, yeah. It's, it's not, it's not showing up for... I'm not, I'm not sure what's going on with that, but it's not showing up. However, since you're on the phone with, with us right now, if you wanna just go ahead and let us- Yeah. ... know what's on it, on the form, we can just put that in. Okay. So, um- All right. ... I... I got on this paperwork, I got the Stay Healthy plan, I wanted that one. Um, Employee Ch- Children, I wanted the Employee Children plan. Okay. And, um, plus Dental, Life and Vision. All of these at Employee and Children level? Yeah. All right. And Stay Healthy, was it just the Stay Healthy for \$13.38, or was it the Stay Healthy Enhanced- Yeah. ... at \$41.95? No, the Stay Healthy was \$13.38. Okay. So Stay Healthy, Dental, Vision, Life for Employee and Children, all totals out to \$30.16 per week that you authorize MAU to make those deductions? Yeah, yeah. MAU, yeah. I tell you what, take it out of my check every, every paycheck or whatever. All right. How many children are you covering? Just one. What's their name? Avery Lancaster. Do you by chance have her social? Um, 805-398815. And date of birth? Um, 5/18/2020. All right. Gonna take one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks Monday following first deduction when policies are effective. Um, ID cards arrive one to two weeks after effective date, please be aware. Okay. Medical, dental, and vision are known as Section 125 plans. This is an IRS regulation that allows MAU to make the deductions for the plans pre-tax. Because they allow this to happen, they then require as long as you are a temp through MAU, you have to stay enrolled into these plans. As such, you are only allowed to make any changes during open enrollment. Once open enrollment ends, you are locked into these plans unless you, unless you had a qualifying life event, uh, which would be something like getting married, having another child, or get... or, uh, getting an insurance plan from another insurance carrier. Anything else? Any, uh, questions regarding that? So, um, I got the life insurance iced, but so it, it says, um, beneficiary's full name. So do you, do you need that? Uh, yeah. What's, what's your beneficiary's name? Um, Avery Starr Tammy

Lancaster. She got two middle names. Starr, S-T-A-R-R. Tammy, T-A-M-M-I-E. Lancaster. All right. Okay. Avery Starr Tammy Lancaster. All right, sir. Um, all right. So, that's everything as far as setting up your enrollment and making sure that everything is put in properly here. Did you have any other questions for me? No, that's it. All right. Thanks again for calling, and have a good day. All right. Thanks. You're welcome. Bye.

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, this is Keith Lancaster. I just wanted to... I sent a email with my, um, insurance in- information paper. Insurance, um, form, and I... I just wanna know that y'all get it.

Speaker speaker_0: Hol- one moment. What staffing company do you work with?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: Last four of your Social?

Speaker speaker_1: 9273.

Speaker speaker_0: Can you verify your address and date of birth, please?

Speaker speaker_1: 611 Ridgefield Drive, 10/12/1982.

Speaker speaker_0: And the rest of the address? I need the city, state and zip as well.

Speaker speaker_1: Um, North Augusta, South Carolina, 29841.

Speaker speaker_0: Thank you. Your phone on file was 706-619-9835?

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Okay. Let me, let me see if I can find anything. Please hold.

Speaker speaker_1: Yeah.

Speaker speaker_0: Mr. Lancaster?

Speaker speaker_1: Yep.

Speaker speaker_0: Thank you for holding. Appreciate your patience. Um, so, not able to locate anything. Where are you sending it?

Speaker speaker_1: I was sending it to this... It, it says faxing at... Faxing at benefits.com.

Speaker speaker_0: Faxing@benefits.com?

Speaker speaker_1: It's on, it's in here. Faxing@benefitsinacard.com. That's where I sent the email to.

Speaker speaker_0: Okay, yeah. It's, it's not, it's not showing up for... I'm not, I'm not sure what's going on with that, but it's not showing up. However, since you're on the phone with, with us right now, if you wanna just go ahead and let us-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... know what's on it, on the form, we can just put that in.

Speaker speaker_1: Okay. So, um-

Speaker speaker_0: All right.

Speaker speaker_1: ... I... I got on this paperwork, I got the Stay Healthy plan, I wanted that one. Um, Employee Ch- Children, I wanted the Employee Children plan.

Speaker speaker_0: Okay.

Speaker speaker_1: And, um, plus Dental, Life and Vision.

Speaker speaker_0: All of these at Employee and Children level?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. And Stay Healthy, was it just the Stay Healthy for \$13.38, or was it the Stay Healthy Enhanced-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... at \$41.95?

Speaker speaker_1: No, the Stay Healthy was \$13.38.

Speaker speaker_0: Okay. So Stay Healthy, Dental, Vision, Life for Employee and Children, all totals out to \$30.16 per week that you authorize MAU to make those deductions?

Speaker speaker_2: Yeah, yeah. MAU, yeah. I tell you what, take it out of my check every, every paycheck or whatever.

Speaker speaker_0: All right. How many children are you covering?

Speaker speaker_2: Just one.

Speaker speaker_0: What's their name?

Speaker speaker_2: Avery Lancaster.

Speaker speaker_0: Do you by chance have her social?

Speaker speaker_2: Um, 805-398815.

Speaker speaker_0: And date of birth?

Speaker speaker_2: Um, 5/18/2020.

Speaker speaker_0: All right. Gonna take one to two weeks for the enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks Monday following first deduction when policies are effective. Um, ID cards arrive one to two weeks after effective date, please be aware.

Speaker speaker_2: Okay.

Speaker speaker_0: Medical, dental, and vision are known as Section 125 plans. This is an IRS regulation that allows MAU to make the deductions for the plans pre-tax. Because they allow this to happen, they then require as long as you are a temp through MAU, you have to stay enrolled into these plans. As such, you are only allowed to make any changes during open enrollment. Once open enrollment ends, you are locked into these plans unless you, unless you had a qualifying life event, uh, which would be something like getting married, having another child, or get... or, uh, getting an insurance plan from another insurance carrier. Anything else? Any, uh, questions regarding that?

Speaker speaker_2: So, um, I got the life insurance iced, but so it, it says, um, beneficiary's full name. So do you, do you need that?

Speaker speaker_0: Uh, yeah. What's, what's your beneficiary's name?

Speaker speaker_2: Um, Avery Starr Tammy Lancaster. She got two middle names. Starr, S-T-A-R-R. Tammy, T-A-M-M-I-E. Lancaster.

Speaker speaker_0: All right. Okay.

Speaker speaker_2: Avery Starr Tammy Lancaster.

Speaker speaker_0: All right, sir. Um, all right. So, that's everything as far as setting up your enrollment and making sure that everything is put in properly here. Did you have any other questions for me?

Speaker speaker_2: No, that's it.

Speaker speaker_0: All right. Thanks again for calling, and have a good day.

Speaker speaker_2: All right. Thanks.

Speaker speaker_0: You're welcome. Bye.