

Transcript: Estefania

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Full Transcript

You have a call in for a personal card. My name is Stephanie. How can I assist you? Yes, I'm calling about, um, benefits with ManCan, to enroll. Okay. Um, what are the last four of your Social? 2133. Your first and last name, please. Ashton Grindle. For security purposes- A-S-H... Mm-hmm. For security purposes, can you verify your address and date of birth? Um, my address is 145 Gilgen Avenue NE, New Philadelphia, Ohio 44663. My date of birth is 12/20/2004. And then, I'm sorry, can you repeat that address for me? 145 Gilgen Avenue. Uh, G-I-L-G-E-N Avenue NE, New Philly or New Philadelphia. Okay. Thank you. And then I have 330-432-4324 as your phone number? Yes, ma'am. Okay. All right. And then I have AshtonGrindle*9A9_39D@indiedmail.com? Yes. Okay. And then, um, did you- Can I change that to my actual e-mail by any chance? Yeah. Okay. Oh, what's the new e-mail address? Um, give me one second. I got a couple, I gotta figure out which one I'm gonna use. Um, AshtonGrindle44@gmail.com. By any chance, did you know what you wanted to be enrolled into already? It would be the Standard Medical Plan, the VIP Standard. Standard Medical Plan. Okay, so the VIP Standard. VIP Standard, yeah. Um, did you wanna do employee only or dependents? Just you. Um, just me. Okay. And then anything else? Add dental and vision. Yes. And can I add dental and vision to it? Yes. Dental, vision. Anything else? No, that's all. Um, I do have to let you know that these medical plans are under a IRS regulation. Um, all of them, actually, under Section 125, which means you can pay these, these plans with pre-taxed dollars. However, if you do wanna cancel a plan or make changes to the plan, you do have to do it within the first 30 days of receiving your first check, which I can give you the deadline right now, just in case once you're enrolled you change your mind, you would have to call before those 30 days are up. Or within company open enrollment. Right. Um, let me see when that is, when your 30 days are up, technically. Let me verify, just so that you're aware. Okay. So the last day that you would have, by the looks of it, if you do enroll into these plans, to cancel or make any changes to the plans would be Friday. So let's say you enroll with me, like, right now, like you are, um- Right. ... and then you're like, "Well, never mind, I don't want the VIP Standard Dental or Vision," to cancel any of those or to make changes to those plans- I'd have to call before this Friday? Correct. If not, you're gonna have to call within company open enrollment, which I can check to see what month they do theirs. Um, so within nothing passing Friday or within their company open enrollment. Let me see when that is, though, for ManCan. So it looks like they do theirs in the month of April, so next month. All right. Last year it was between April the 22nd til May the 31st. There is a possibility the dates might change, but it's definitely in April. All righty. Okay. Um, and then that's for your VIP Standard Dental and Vision. So VIP Standard is a weekly deduction of \$16.22. Dental is \$3.38. And Vision, \$1.99. That looks like it would come out to be a weekly deduction from your paycheck of \$21.59. Correct. Do you allow ManCan to do this weekly deduction for these three selected

plans? Yes. Okay. Please allow one or two weeks for ManCan to start making this deduction. Once you see the very first deduction of the \$21.59 come out of your paycheck, the following Monday of that very first deduction is when your plan becomes effective. And then by that first week or second week, you should be getting your dental and vision cards. And for your VIP Standard card, they normally don't mail that card out too. So if you do want a physical one, you do have to call in to request it once you become active. But you for sure should be getting dental and vision first. And if you have a dentist appointment, vision appointment, or medical appointment coming up, you still don't have your cards, you're welcome to contact us and we can e-mail them to you as well. All right. Um, do you have any questions regarding the plan that you chose? No. No? Okay. Well, you're enrolled now. You just have to wait. All right. Thank you. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: You have a call in for a personal card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Yes, I'm calling about, um, benefits with ManCan, to enroll.

Speaker speaker_0: Okay. Um, what are the last four of your Social?

Speaker speaker_1: 2133.

Speaker speaker_0: Your first and last name, please.

Speaker speaker_1: Ashton Grindle.

Speaker speaker_0: For security purposes-

Speaker speaker_1: A-S-H...

Speaker speaker_0: Mm-hmm. For security purposes, can you verify your address and date of birth?

Speaker speaker_1: Um, my address is 145 Gilgen Avenue NE, New Philadelphia, Ohio 44663. My date of birth is 12/20/2004.

Speaker speaker_0: And then, I'm sorry, can you repeat that address for me?

Speaker speaker_1: 145 Gilgen Avenue. Uh, G-I-L-G-E-N Avenue NE, New Philly or New Philadelphia.

Speaker speaker_0: Okay. Thank you. And then I have 330-432-4324 as your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right. And then I have AshtonGrindle*9A9_39D@indiedmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then, um, did you-

Speaker speaker_1: Can I change that to my actual e-mail by any chance?

Speaker speaker_0: Yeah.

Speaker speaker_1: Okay.

Speaker speaker_0: Oh, what's the new e-mail address?

Speaker speaker_1: Um, give me one second. I got a couple, I gotta figure out which one I'm gonna use. Um, AshtonGrindle44@gmail.com.

Speaker speaker_0: By any chance, did you know what you wanted to be enrolled into already?

Speaker speaker_2: It would be the Standard Medical Plan, the VIP Standard.

Speaker speaker_1: Standard Medical Plan.

Speaker speaker_0: Okay, so the VIP Standard.

Speaker speaker_1: VIP Standard, yeah.

Speaker speaker_0: Um, did you wanna do employee only or dependents?

Speaker speaker_2: Just you.

Speaker speaker_1: Um, just me.

Speaker speaker_0: Okay. And then anything else?

Speaker speaker_2: Add dental and vision.

Speaker speaker_1: Yes. And can I add dental and vision to it?

Speaker speaker_0: Yes. Dental, vision. Anything else?

Speaker speaker_1: No, that's all.

Speaker speaker_0: Um, I do have to let you know that these medical plans are under a IRS regulation. Um, all of them, actually, under Section 125, which means you can pay these, these plans with pre-taxed dollars. However, if you do wanna cancel a plan or make changes to the plan, you do have to do it within the first 30 days of receiving your first check, which I can give you the deadline right now, just in case once you're enrolled you change your mind, you would have to call before those 30 days are up. Or within company open enrollment.

Speaker speaker_1: Right.

Speaker speaker_0: Um, let me see when that is, when your 30 days are up, technically. Let me verify, just so that you're aware. Okay. So the last day that you would have, by the looks of it, if you do enroll into these plans, to cancel or make any changes to the plans would be

Friday. So let's say you enroll with me, like, right now, like you are, um-

Speaker speaker_1: Right.

Speaker speaker_0: ... and then you're like, "Well, never mind, I don't want the VIP Standard Dental or Vision," to cancel any of those or to make changes to those plans-

Speaker speaker_1: I'd have to call before this Friday?

Speaker speaker_0: Correct. If not, you're gonna have to call within company open enrollment, which I can check to see what month they do theirs. Um, so within nothing passing Friday or within their company open enrollment. Let me see when that is, though, for ManCan. So it looks like they do theirs in the month of April, so next month.

Speaker speaker_1: All right.

Speaker speaker_0: Last year it was between April the 22nd til May the 31st. There is a possibility the dates might change, but it's definitely in April.

Speaker speaker_1: All righty.

Speaker speaker_0: Okay. Um, and then that's for your VIP Standard Dental and Vision. So VIP Standard is a weekly deduction of \$16.22. Dental is \$3.38. And Vision, \$1.99. That looks like it would come out to be a weekly deduction from your paycheck of \$21.59.

Speaker speaker_1: Correct.

Speaker speaker_0: Do you allow ManCan to do this weekly deduction for these three selected plans?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Please allow one or two weeks for ManCan to start making this deduction. Once you see the very first deduction of the \$21.59 come out of your paycheck, the following Monday of that very first deduction is when your plan becomes effective. And then by that first week or second week, you should be getting your dental and vision cards. And for your VIP Standard card, they normally don't mail that card out too. So if you do want a physical one, you do have to call in to request it once you become active. But you for sure should be getting dental and vision first. And if you have a dentist appointment, vision appointment, or medical appointment coming up, you still don't have your cards, you're welcome to contact us and we can e-mail them to you as well.

Speaker speaker_1: All right.

Speaker speaker_0: Um, do you have any questions regarding the plan that you chose?

Speaker speaker_1: No.

Speaker speaker_0: No? Okay. Well, you're enrolled now. You just have to wait.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.