

Transcript: Francesca

Baez-4717898260594688-5196291448029184

Full Transcript

Thank you for calling Benefits My name is Francesca. How can I assist you today? Hello, my name is Danielle Hopper and I was needing to add some benefits. I, I'm, I'm new here and I enrolled, but I didn't do it. I needed to add some. What staffing company do you work with? MAU. What are the last four of the Social? 9898. You said 9898, last name Hopper with MAU Staffing? Yes. Are you a new employee with them? Yes. Well, we have not received your file yet, ma'am. We can either create one, however, we'll need your full Social number reported line. If you do not feel comfortable providing it, then it will have to be you calling in periodically to see when we will receive your file from your staffing company. Okay. No, you can go ahead and create one. Bear with me one moment. Go ahead with the full Social. Yeah, it's 441-98-9898. What is your first name? Danielle. Last name Hopper? Yes. What is the mailing address? 20 Private Road, 35605. And that's in Powderly, Texas. What is the ZIP code? 75473. Date of birth? October 3rd, 1989. What would be a good contact number? 405-683-1195. Would you like to provide an email address for the account? Sure, it is BlackburnDanielle@gmail.com. Which benefit plans does she want to be enrolled into? I was meaning to add, uh, the, the, what is it? The Stay Healthy, the Health. Okay. The stand-alone or the Enhanced? The Enhanced. And aside from that, was there any other plan you would like to enroll into? Um, I would also like... Let me see what else, what else I have here. Have to remember. . Um, dental, and that's with, for my family as well, for dental and vision. Did you also want the family on the MEC Enhanced? No. No, just the dental and vision. All right. Was there any other plan aside from those three? Um, let me look here. Just, just... I think, I think that's it. All right. And what is the name of your spouse? First and last name. It's Nicholas Hopper. Are you saying Tapper with a T or Hopper with an H? I'm sorry. H. All right. And can you spell Nicholas to make sure that I have it down correctly? Yeah. It's N-I-C-H-O-L-A-S. All right. So you have his Social by any chance? Yeah. It's 443-96-9537. And lastly, his date of birth? Yes. It's, uh, July 11th, 1989. All right. And then let's go with the first child that you would like to put in there. Yes. Uh, Georgia. G-E-O-R-G-I-A Hopper. And what is her Social? Hold on one second. I gotta dig it out. All right. I'm usually pretty good with numbers but I've yet to m- m- memorize my kids' Social. It's okay. All right. For Georgia, it's 814-94-8239. And the Social? The what? Her Social? Yeah. I mean her date of birth, sorry. Oh. Uh, June 23rd, 2011. All right, and will we be adding another children to the policy? Yes, one more. Go ahead. It's Carly, C-A-R-L-Y. And what is her social? It is 846-39-6254. And when is her date of birth? November 6, 2015. All right, and it will be just those three dependents, your spouse and the two little girls? Yeah. So you're looking at a total of \$44.76 per paycheck. Do you authorize MAU staffing to make those deductions for you? I do have... Just one second. I do have a question. Mm-hmm. With the, with the enhance there, can I a- can I add one of the other ones with it? Uh, no. So the only time that you'll be able to add one of those intro plus plans and a

stay healthy is when you have the stay healthy stand alone. With the enhance you can't- Oh. ... due to the fact that the intro plus plans are hospital indemnity plans and the MEC enhance already has that coverage. Okay. All right. All right. Then that, then that is good. We're, we're all set. All right, and then just one more time, for the r- recorded line, you authorize MAU staffing to make the deduction of \$44.76 per paycheck? Yes. Please allow one to two weeks for your employer to start making you those deductions. When you see the first deductions being made, following Monday will be when coverage becomes effective. That same week of activation, Friday is going to be when your coverage becomes active. And then that same week of activation, Friday of it, the carrier send out the benefit cards. The longest they take to get to you, I wanna say, is three to four weeks, but that, that will be when they start and send it out. Okay. And what was your date of birth? I think I might have missed to put it into the system. It's October 3rd, 1989. '89, there we go. All right, and then all three of those plans that you selected are under Section 125, which has an IRS regulations. So those three plans will be deducted out of your pay stub prior to tax deductions, pre-tax. They do have restrictions on them where you're unable to make cancellations or changes unless you have an open enrollment period, a qualified life event- Okay. ... or a personal enrollment period. So this will be the three events where you'll be able to make changes to the policy once it becomes effective. Okay. All right, so you are currently all set. Was there anything else we can assist you with today? No, that's it. Thank you. Of course, my pleasure. Since you're a new hire, once you receive your first paycheck, you're gonna have 30 days after that first paycheck to make any policy changes. Okay. All right. With that being said, Mila, I hope you have a wonderful rest of your day and thank you- Okay. ... so much for calling Benefit Center Card today. Uh-huh. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits

Speaker speaker_1: My name is Francesca. How can I assist you today?

Speaker speaker_2: Hello, my name is Danielle Hopper and I was needing to add some benefits. I, I'm, I'm new here and I enrolled, but I didn't do it. I needed to add some.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: MAU.

Speaker speaker_1: What are the last four of the Social?

Speaker speaker_2: 9898.

Speaker speaker_1: You said 9898, last name Hopper with MAU Staffing?

Speaker speaker_2: Yes.

Speaker speaker_1: Are you a new employee with them?

Speaker speaker_2: Yes.

Speaker speaker_1: Well, we have not received your file yet, ma'am. We can either create one, however, we'll need your full Social number reported line. If you do not feel comfortable providing it, then it will have to be you calling in periodically to see when we will receive your file from your staffing company.

Speaker speaker_2: Okay. No, you can go ahead and create one.

Speaker speaker_1: Bear with me one moment. Go ahead with the full Social.

Speaker speaker_2: Yeah, it's 441-98-9898.

Speaker speaker_1: What is your first name?

Speaker speaker_2: Danielle.

Speaker speaker_1: Last name Hopper?

Speaker speaker_2: Yes.

Speaker speaker_1: What is the mailing address?

Speaker speaker_2: 20 Private Road, 35605. And that's in Powderly, Texas.

Speaker speaker_1: What is the ZIP code?

Speaker speaker_2: 75473.

Speaker speaker_1: Date of birth?

Speaker speaker_2: October 3rd, 1989.

Speaker speaker_1: What would be a good contact number?

Speaker speaker_2: 405-683-1195.

Speaker speaker_1: Would you like to provide an email address for the account?

Speaker speaker_2: Sure, it is BlackburnDanielle@gmail.com.

Speaker speaker_1: Which benefit plans does she want to be enrolled into?

Speaker speaker_2: I was meaning to add, uh, the, the, what is it? The Stay Healthy, the Health.

Speaker speaker_1: Okay. The stand-alone or the Enhanced?

Speaker speaker_2: The Enhanced.

Speaker speaker_1: And aside from that, was there any other plan you would like to enroll into?

Speaker speaker_2: Um, I would also like... Let me see what else, what else I have here. Have to remember. . Um, dental, and that's with, for my family as well, for dental and vision.

Speaker speaker_1: Did you also want the family on the MEC Enhanced?

Speaker speaker_2: No. No, just the dental and vision.

Speaker speaker_1: All right. Was there any other plan aside from those three?

Speaker speaker_2: Um, let me look here. Just, just... I think, I think that's it.

Speaker speaker_1: All right. And what is the name of your spouse? First and last name.

Speaker speaker_2: It's Nicholas Hopper.

Speaker speaker_1: Are you saying Tapper with a T or Hopper with an H? I'm sorry.

Speaker speaker_2: H.

Speaker speaker_1: All right. And can you spell Nicholas to make sure that I have it down correctly?

Speaker speaker_2: Yeah. It's N-I-C-H-O-L-A-S.

Speaker speaker_1: All right. So you have his Social by any chance?

Speaker speaker_2: Yeah. It's 443-96-9537.

Speaker speaker_1: And lastly, his date of birth?

Speaker speaker_2: Yes. It's, uh, July 11th, 1989.

Speaker speaker_1: All right. And then let's go with the first child that you would like to put in there.

Speaker speaker_2: Yes. Uh, Georgia. G-E-O-R-G-I-A Hopper.

Speaker speaker_1: And what is her Social?

Speaker speaker_2: Hold on one second. I gotta dig it out.

Speaker speaker_1: All right.

Speaker speaker_2: I'm usually pretty good with numbers but I've yet to m- m- memorize my kids' Social.

Speaker speaker_1: It's okay.

Speaker speaker_2: All right. For Georgia, it's 814-94-8239.

Speaker speaker_1: And the Social?

Speaker speaker_2: The what?

Speaker speaker_1: Her Social?

Speaker speaker_2: Yeah.

Speaker speaker_1: I mean her date of birth, sorry.

Speaker speaker_2: Oh. Uh, June 23rd, 2011.

Speaker speaker_1: All right, and will we be adding another children to the policy?

Speaker speaker_2: Yes, one more.

Speaker speaker_1: Go ahead.

Speaker speaker_2: It's Carly, C-A-R-L-Y.

Speaker speaker_1: And what is her social?

Speaker speaker_2: It is 846-39-6254.

Speaker speaker_1: And when is her date of birth?

Speaker speaker_2: November 6, 2015.

Speaker speaker_1: All right, and it will be just those three dependents, your spouse and the two little girls?

Speaker speaker_2: Yeah.

Speaker speaker_1: So you're looking at a total of \$44.76 per paycheck. Do you authorize MAU staffing to make those deductions for you?

Speaker speaker_2: I do have... Just one second. I do have a question.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: With the, with the enhance there, can I a- can I add one of the other ones with it?

Speaker speaker_1: Uh, no. So the only time that you'll be able to add one of those intro plus plans and a stay healthy is when you have the stay healthy stand alone. With the enhance you can't-

Speaker speaker_2: Oh.

Speaker speaker_1: ... due to the fact that the intro plus plans are hospital indemnity plans and the MEC enhance already has that coverage.

Speaker speaker_2: Okay. All right. All right. Then that, then that is good. We're, we're all set.

Speaker speaker_1: All right, and then just one more time, for the r- recorded line, you authorize MAU staffing to make the deduction of \$44.76 per paycheck?

Speaker speaker_2: Yes.

Speaker speaker_1: Please allow one to two weeks for your employer to start making you those deductions. When you see the first deductions being made, following Monday will be when coverage becomes effective. That same week of activation, Friday is going to be when your coverage becomes active. And then that same week of activation, Friday of it, the carrier send out the benefit cards. The longest they take to get to you, I wanna say, is three to four weeks, but that, that will be when they start and send it out.

Speaker speaker_2: Okay.

Speaker speaker_1: And what was your date of birth? I think I might have missed to put it into the system.

Speaker speaker_2: It's October 3rd, 1989.

Speaker speaker_1: '89, there we go. All right, and then all three of those plans that you selected are under Section 125, which has an IRS regulations. So those three plans will be deducted out of your pay stub prior to tax deductions, pre-tax. They do have restrictions on them where you're unable to make cancellations or changes unless you have an open enrollment period, a qualified life event-

Speaker speaker_2: Okay.

Speaker speaker_1: ... or a personal enrollment period. So this will be the three events where you'll be able to make changes to the policy once it becomes effective.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, so you are currently all set. Was there anything else we can assist you with today?

Speaker speaker_2: No, that's it. Thank you.

Speaker speaker_1: Of course, my pleasure. Since you're a new hire, once you receive your first paycheck, you're gonna have 30 days after that first paycheck to make any policy changes.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. With that being said, Mila, I hope you have a wonderful rest of your day and thank you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... so much for calling Benefit Center Card today.

Speaker speaker_2: Uh-huh. Bye-bye.