

Transcript: Francesca

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Full Transcript

Thank you for calling Benefit 10 0 Carnem, Francesca. How can I assist you today? Um, yes, I had wanted to opt back on my medical. What staffing company do you work with? MAU. What are the last four of your social? 6830. And the last name? L-A-M-T-L-E-Y. Please verify the mailing address and date of birth to make sure we're on the right account. 16 Butler Street, Cottonwood, Alabama. And what else you want it? Date of birth? 03/03/'85. We show a best number to reach down as 334-648-0211? Yes. And then I have your email down as your middle name, your last name @gmail.com? Yes. What about changes that you want to make to the policy? Um, I want to do away with everything but my vision and dental. Okay. So you want to cancel everything but vision and dental? Correct. Okay. So leaving only dental and vision will leave you with a deductible, \$5.66 deduction per paycheck. Do you authorize MAU Staffing to make that new deduction? Yes. Okay. Please allow one to two weeks for them to start making your new deductions. When you see the first deduction, following Monday will be when coverage becomes effective. Then week of activation on Friday is gonna be when the coverage... Actually, that one wouldn't apply. You wouldn't get any benefit cards, since we're keeping that same policy. I apologize. So it would just be that first deduction, following Monday, the other policies will be canceled completely, and then you would just have that vision and dental. Um, and then just kind of a review over, dental and vision is still that Section 125, so they are still gonna be pre-tax, free of taxes deductions on your pay stub. But they do still have the IRS restrictions of no changes or cancellations unless you have an open enrollment period or qualified life event. All right. Okay. All right. So you are all set. I did put in the request for the cancellation of the other plans, only keeping dental and vision. Was there anything else aside from these changes that you would like assistance with today? No, ma'am. All right. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you. You, too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefit 10 0 Carnem, Francesca. How can I assist you today?

Speaker speaker_1: Um, yes, I had wanted to opt back on my medical.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: MAU.

Speaker speaker_0: What are the last four of your social?

Speaker speaker_1: 6830.

Speaker speaker_0: And the last name?

Speaker speaker_1: L-A-M-T-L-E-Y.

Speaker speaker_0: Please verify the mailing address and date of birth to make sure we're on the right account.

Speaker speaker_1: 16 Butler Street, Cottonwood, Alabama. And what else you want it?

Speaker speaker_0: Date of birth?

Speaker speaker_1: 03/03/'85.

Speaker speaker_0: We show a best number to reach down as 334-648-0211?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have your email down as your middle name, your last name @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: What about changes that you want to make to the policy?

Speaker speaker_1: Um, I want to do away with everything but my vision and dental.

Speaker speaker_0: Okay. So you want to cancel everything but vision and dental?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So leaving only dental and vision will leave you with a deductible, \$5.66 deduction per paycheck. Do you authorize MAU Staffing to make that new deduction?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Please allow one to two weeks for them to start making your new deductions. When you see the first deduction, following Monday will be when coverage becomes effective. Then week of activation on Friday is gonna be when the coverage... Actually, that one wouldn't apply. You wouldn't get any benefit cards, since we're keeping that same policy. I apologize. So it would just be that first deduction, following Monday, the other policies will be canceled completely, and then you would just have that vision and dental. Um, and then just kind of a review over, dental and vision is still that Section 125, so they are still gonna be pre-tax, free of taxes deductions on your pay stub. But they do still have the IRS restrictions of no changes or cancellations unless you have an open enrollment period or qualified life event.

Speaker speaker_1: All right. Okay.

Speaker speaker_0: All right. So you are all set. I did put in the request for the cancellation of the other plans, only keeping dental and vision. Was there anything else aside from these changes that you would like assistance with today?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_1: Thank you. You, too.