

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, ma'am. Uh, I am an employee of MAU and, uh, receive my, uh, paycheck via direct deposit. Um, the deduction for the benefit in the card, uh, is not correct. I wanted to go over th- uh, visit and then make sure that I get proper, uh, insurance. Okay. What do you mean the deduction was incorrect, sir, and that you want to make sure you get proper insurance? Uh, so they deducted 6.77. I only got, uh, dental deducted, not the regular, uh, medical insurance. Okay. What staffing company do you work with? Seasons Ford. No, sir, the staffing company. Oh. MAU. What are the last four of the Social? 1963. And the last name? Patel. Please verify your full address and date of birth. Yes. Uh, 435 Victoria Heights Drive, Dallas, Georgia 30132. And date of birth is July 3rd, 1988. May I have the best phone number to reach you down? Same as the one you're calling on today, which will be 405-315-4806 with the email of your last name_sahirullahh51@yahoo.com? Yes. When was that deduction taken out? Was it this week or last week's check? Uh, today. Uh, this week. I received- So we don't have- ... my paycheck today. Okay. So we don't have access to that deduction as of yet. We don't receive them right away. We get them on Monday. Okay. So we wouldn't be able to do anything regarding the deduction as of right now. Okay. Uh, I won't be able to change, uh, at the moment? No, sir. I'm stating you are enrolled for dental and NEC Enhanced. We're currently waiting for the activation payment. However, that payment that you got deducted is not reflecting in my system. So if they took out the wrong amount, I can't do anything currently since it's not in my system yet. Okay. But, uh, on your end, how many, uh, things that I'm signed up for, it should be, uh, Enhanced, um, me and my wife, and then dental, me and my wife. Is, is that correct thing that's showing on your side? Yes, sir. Okay. 'Cause, um, they, they only took out dental. They didn't take out the, the Enhanced, uh, deduction. So that's why I was calling. Understood. So the only person that has access to that pay stub is MAU, your staffing company. Yeah. If you wanted to know specifically why only the dental will be covered, I'm not 100% sure if they would be able to. But the only person that has access to that paycheck or the deduction process and to see any codes that would prevent a deduction from being done correctly, will be the payroll department with MAU staffing, to be quite honest. Okay. Okay, uh, I'll talk to them. Well, ma- matter of fact, um, can I just keep dental and then not do the Enhanced? Okay. So I- Can I make that change now? Yes, sir. The only thing is, I can go ahead and make that change, but it's not going to reflect until seven to ten business days 'cause that's how long it takes for any changes on a policy to be done. Okay. Yeah, that's fine. All right. So seeing as we're gonna drop the medical and keep the dental, Mr. Patel, do you authorize MAU staffing to make a deduction of \$6.77 per paycheck for the dental plan for employee and spouse? Yes. Okay. It's gonna take about seven to ten business days for it to reflect. Thank you so much. I appreciate your help. See... Um, of course. Okay.

Now, with that being said, Mr. Patel, once we do receive, if we end up receiving it, the payment for the medical plan, Monday following that paycheck, deduction will be when that plan is going to become effective. And that same week of activation, by Friday, will be when they send out the physical benefit card. If you are trying to use that plan, the medical plan, for at least that one or two week while you're active, I will recommend calling back once you see the deduction so that we can give you a digital copy of the benefit guide. Due to, to the fact that I highly doubt that the physical card will get to you guys on time before the medical policy ends in the event that you would like to take advantage of it. Yeah. Th- uh, that's fine. Um, it'll, it'll be okay. But for the dental, since they already took out deduction, do I need a, uh, a card? Like, can you provide me digital card so I can look for like- Not- ... who... Uh... Not during this call, sir. Due to the fact that, once again, we haven't received the payment of that paycheck, so your benefits are not yet active. Okay. However, when you do become active, you are able to call back in, and we can provide you the digital copy of the benefit card for dental while you wait for the hard copy to get to you. Okay. Uh, th- that works. Thank you. I appreciate it. Of course. I hope you have a wonderful rest of your day. Thank you for your time today. Thank you. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, ma'am. Uh, I am an employee of MAU and, uh, receive my, uh, paycheck via direct deposit. Um, the deduction for the benefit in the card, uh, is not correct. I wanted to go over th- uh, visit and then make sure that I get proper, uh, insurance.

Speaker speaker_0: Okay. What do you mean the deduction was incorrect, sir, and that you want to make sure you get proper insurance?

Speaker speaker_1: Uh, so they deducted 6.77. I only got, uh, dental deducted, not the regular, uh, medical insurance.

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

Speaker speaker_1: Seasons Ford.

Speaker speaker_0: No, sir, the staffing company.

Speaker speaker_1: Oh. MAU.

Speaker speaker_0: What are the last four of the Social?

Speaker speaker_1: 1963.

Speaker speaker_0: And the last name?

Speaker speaker_1: Patel.

Speaker speaker_0: Please verify your full address and date of birth.

Speaker speaker_1: Yes. Uh, 435 Victoria Heights Drive, Dallas, Georgia 30132. And date of birth is July 3rd, 1988.

Speaker speaker_0: May I have the best phone number to reach you down? Same as the one you're calling on today, which will be 405-315-4806 with the email of your last name_sahirullahh51@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: When was that deduction taken out? Was it this week or last week's check?

Speaker speaker_1: Uh, today. Uh, this week. I received-

Speaker speaker_0: So we don't have-

Speaker speaker_1: ... my paycheck today.

Speaker speaker_0: Okay. So we don't have access to that deduction as of yet. We don't receive them right away. We get them on Monday.

Speaker speaker_1: Okay.

Speaker speaker_0: So we wouldn't be able to do anything regarding the deduction as of right now.

Speaker speaker_1: Okay. Uh, I won't be able to change, uh, at the moment?

Speaker speaker_0: No, sir. I'm stating you are enrolled for dental and NEC Enhanced. We're currently waiting for the activation payment. However, that payment that you got deducted is not reflecting in my system. So if they took out the wrong amount, I can't do anything currently since it's not in my system yet.

Speaker speaker_1: Okay. But, uh, on your end, how many, uh, things that I'm signed up for, it should be, uh, Enhanced, um, me and my wife, and then dental, me and my wife. Is, is that correct thing that's showing on your side?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay. 'Cause, um, they, they only took out dental. They didn't take out the, the Enhanced, uh, deduction. So that's why I was calling.

Speaker speaker_0: Understood. So the only person that has access to that pay stub is MAU, your staffing company.

Speaker speaker_1: Yeah.

Speaker speaker_0: If you wanted to know specifically why only the dental will be covered, I'm not 100% sure if they would be able to. But the only person that has access to that paycheck or the deduction process and to see any codes that would prevent a deduction from being done correctly, will be the payroll department with MAU staffing, to be quite honest.

Speaker speaker_1: Okay. Okay, uh, I'll talk to them. Well, ma- matter of fact, um, can I just keep dental and then not do the Enhanced?

Speaker speaker_0: Okay. So I-

Speaker speaker_1: Can I make that change now?

Speaker speaker_0: Yes, sir. The only thing is, I can go ahead and make that change, but it's not going to reflect until seven to ten business days 'cause that's how long it takes for any changes on a policy to be done.

Speaker speaker_1: Okay. Yeah, that's fine.

Speaker speaker_0: All right. So seeing as we're gonna drop the medical and keep the dental, Mr. Patel, do you authorize MAU staffing to make a deduction of \$6.77 per paycheck for the dental plan for employee and spouse?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. It's gonna take about seven to ten business days for it to reflect.

Speaker speaker_1: Thank you so much. I appreciate your help.

Speaker speaker_0: See... Um, of course. Okay. Now, with that being said, Mr. Patel, once we do receive, if we end up receiving it, the payment for the medical plan, Monday following that paycheck, deduction will be when that plan is going to become effective. And that same week of activation, by Friday, will be when they send out the physical benefit card. If you are trying to use that plan, the medical plan, for at least that one or two week while you're active, I will recommend calling back once you see the deduction so that we can give you a digital copy of the benefit guide. Due to, to the fact that I highly doubt that the physical card will get to you guys on time before the medical policy ends in the event that you would like to take advantage of it.

Speaker speaker_1: Yeah. Th- uh, that's fine. Um, it'll, it'll be okay. But for the dental, since they already took out deduction, do I need a, uh, a card? Like, can you provide me digital card so I can look for like-

Speaker speaker_0: Not-

Speaker speaker_1: ... who... Uh...

Speaker speaker_0: Not during this call, sir. Due to the fact that, once again, we haven't received the payment of that paycheck, so your benefits are not yet active.

Speaker speaker_1: Okay.

Speaker speaker_0: However, when you do become active, you are able to call back in, and we can provide you the digital copy of the benefit card for dental while you wait for the hard copy to get to you.

Speaker speaker_1: Okay. Uh, th- that works. Thank you. I appreciate it.

Speaker speaker_0: Of course. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_1: Thank you. Have a nice day.

Speaker speaker_0: You too.