Transcript: Franchesca Baez-5012679746437120-6029210525679616

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in El Carmen. And this is Francesca. How may I assist you today? Hi. Um, I'm calling because I already have health insurance but I want to make changes. What staffing company do you work with? MAU. What are the last four of your Social? 1516. And what is the last name? Donaldson. Please verify your mailing address and date of birth. 767 Jericho Court, Aiken, South Carolina 29801. 12/28/1981. We have the best phone number to reach you down as 801, I mean 803, sorry, 443-1435. Correct. And we have your email down as first and last name? 31 at... Yes. ... gmail.com? Yes. Okay. And which changes did you want to make to the policy? Okay. Um, I have three children enlisted. Only thing I want to keep them as is for life insurance, but I think they are listed for vision and probably dental. Yeah. They're listed in vision, dental and life insurance. So do you want to keep them as beneficiaries for the life insurance or do you also want to keep them in the life insurance policy? I'm sorry. Say what now? Yes, ma'am. Do you want to keep them as only beneficiaries for the life insurance or do you still want to keep them as dependents in the life insurance policy? I want to keep them as... Well, the dependents, and you said beneficiary, is that a different, um, two different things or is that one? They're different, ma'am. The beneficiary only gets the benefit amount in the event that, God forbid, something happens to you. The dependent is also part of the policy so if, God forbid, something happens to one of the children, the person listed down as beneficiary will get the beneficiary amount for the children's policy. Because I think I got them listed as the beneficiaries too, I think. Probably got like... Yeah, ma'am. That's why I'm asking which of the two were you trying to do. I mean, what's the difference in the price? So I can most definitely provide you the difference in the price. Do you mean like with them in the life insurance policy or with them without the life insurance policy? With the life insurance policy. So if you take them out of the vision and dental and leave them on the life insurance policy, you'll be paying $8.20 per paycheck. Okay. Yeah. I just want to go ahead and take them off that vision and dental 'cause... Okay. They are, um... They are... Go ahead. No, it's okay. Go ahead. No, I just said I wanted to take them off of that. Do you authorize them... The life, they can stay enlisted, but, um, the vision and dental, yeah, I'll take them off that. Okay. Do you authorize MAU Staffing to make the deductions of $8.20 per paycheck? Yes, ma'am. 'Cause my daughter has insurance through her job so... Understood. Please allow one to two weeks for the employee to start making those new deductions. When you see the first new deduction following Monday will be when coverage becomes effective for only your policy, without the kids. And you said they're listed as which one now? The... You said the life insurance? Yes, ma'am. So now they're only staying as dependents on the life insurance, which they are also beneficiary of. Okay. All right. Thank you so much. My pleasure. Well, is there anything else with regards to this so we can assist you with today? That'll be all. All right. I hope you have a wonderful rest of your day. Thank you for your time today. You're welcome. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in El Carmen. And this is Francesca. How may I assist you today?

Speaker speaker_2: Hi. Um, I'm calling because I already have health insurance but I want to make changes.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: MAU.

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

Speaker speaker_2: 1516.

Speaker speaker_3: And what is the last name?

Speaker speaker_2: Donaldson.

Speaker speaker_1: Please verify your mailing address and date of birth.

Speaker speaker_2: 767 Jericho Court, Aiken, South Carolina 29801. 12/28/1981.

Speaker speaker_4: We have the best phone number to reach you down as 801, I mean 803, sorry, 443-1435.

Speaker speaker_2: Correct.

Speaker speaker_4: And we have your email down as first and last name? 31 at...

Speaker speaker_2: Yes.

Speaker speaker_4: ... gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And which changes did you want to make to the policy?

Speaker speaker_2: Okay. Um, I have three children enlisted. Only thing I want to keep them as is for life insurance, but I think they are listed for vision and probably dental.

Speaker speaker_1: Yeah. They're listed in vision, dental and life insurance. So do you want to keep them as beneficiaries for the life insurance or do you also want to keep them in the life insurance policy? I'm sorry.

Speaker speaker_2: Say what now?

Speaker speaker_1: Yes, ma'am. Do you want to keep them as only beneficiaries for the life insurance or do you still want to keep them as dependents in the life insurance policy?

Speaker speaker_2: I want to keep them as... Well, the dependents, and you said beneficiary, is that a different, um, two different things or is that one?

Speaker speaker_1: They're different, ma'am. The beneficiary only gets the benefit amount in the event that, God forbid, something happens to you. The dependent is also part of the policy so if, God forbid, something happens to one of the children, the person listed down as beneficiary will get the beneficiary amount for the children's policy.

Speaker speaker_2: Because I think I got them listed as the beneficiaries too, I think. Probably got like...

Speaker speaker_1: Yeah, ma'am. That's why I'm asking which of the two were you trying to do.

Speaker speaker_2: I mean, what's the difference in the price?

Speaker speaker_1: So I can most definitely provide you the difference in the price. Do you mean like with them in the life insurance policy or with them without the life insurance policy?

Speaker speaker_2: With the life insurance policy.

Speaker speaker_1: So if you take them out of the vision and dental and leave them on the life insurance policy, you'll be paying $8.20 per paycheck.

Speaker speaker_2: Okay. Yeah. I just want to go ahead and take them off that vision and dental 'cause...

Speaker speaker_1: Okay. They are, um...

Speaker speaker_2: They are... Go ahead.

Speaker speaker_1: No, it's okay. Go ahead.

Speaker speaker_2: No, I just said I wanted to take them off of that.

Speaker speaker_1: Do you authorize them...

Speaker speaker_2: The life, they can stay enlisted, but, um, the vision and dental, yeah, I'll take them off that.

Speaker speaker_1: Okay. Do you authorize MAU Staffing to make the deductions of $8.20 per paycheck?

Speaker speaker_2: Yes, ma'am. 'Cause my daughter has insurance through her job so...

Speaker speaker_1: Understood. Please allow one to two weeks for the employee to start making those new deductions. When you see the first new deduction following Monday will be when coverage becomes effective for only your policy, without the kids.

Speaker speaker_2: And you said they're listed as which one now? The... You said the life insurance?

Speaker speaker_1: Yes, ma'am. So now they're only staying as dependents on the life insurance, which they are also beneficiary of.

Speaker speaker_2: Okay. All right. Thank you so much.

Speaker speaker_1: My pleasure. Well, is there anything else with regards to this so we can assist you with today?

Speaker speaker_2: That'll be all.

Speaker speaker_1: All right. I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Bye-bye.