

Transcript: Franchesca

Baez-5306298494664704-5147759306391552

Full Transcript

... if the current benefits in your current benefits are right, how can I assist you today? Hello? Yes, sir. How can I help you? . Um, I would like to cancel my medical insurance. With Staffing What is the last four of your social? Seven, one, seven, three. And the last name? Bolton. B-o-l-t-o-n. For security purposes and to make sure I'm in the right account, please verify your mailing address and date of birth. 13 Disaster Road, Windsor, South Carolina, 29856, 12/11/1998. I have best number to reach you, 803-845-0176? Yes, ma'am. With the email of your first and last name at sixtieth gmail.com? Yes, ma'am. And for the security purposes of this line being recorded, you stated you would like to cancel current beneficial search, correct? I mean with MAU Staffing, sorry. Correct? Can you repeat that? Yes, sir. This is a line being recorded. You stated you would like to cancel coverage with MAU Staffing, correct? Yes, ma'am. Just the medical insurance. Okay. So I apologize, sir. You don't have just one plan, you have more than one plan. Specifically which plan do you want to keep? Uh, I want to keep all of them except the medical insurance. So you're going to keep your accident and critical illness, vision, short term disability and dental? Yes, ma'am. That will be a new change of \$14.28 per paycheck. Do you authorize MAU Staffing to make the new deductions for you? Yes, I am. Please keep in mind that the vision and dental under section 125, those taxes will be pre-tax, tax-free for those two specific plans. Due to the fact that they are tax free, the IRS has restrictions on them. You cannot make changes or cancel them unless you have an open enrollment period or a Qualify For That. Yes, I know. Well, is there anything else we can assist you with today? No, ma'am. All right, I hope you have a wonderful rest of your day. Thank you for your time today. Thank you. You, too.

Conversation Format

Speaker speaker_0: ... if the current benefits in your current benefits are right, how can I assist you today?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir. How can I help you? .

Speaker speaker_1: Um, I would like to cancel my medical insurance.

Speaker speaker_0: With Staffing

Speaker speaker_2: What is the last four of your social?

Speaker speaker_1: Seven, one, seven, three.

Speaker speaker_2: And the last name?

Speaker speaker_1: Bolton. B-o-l-t-o-n.

Speaker speaker_0: For security purposes and to make sure I'm in the right account, please verify your mailing address and date of birth.

Speaker speaker_1: 13 Disaster Road, Windsor, South Carolina, 29856, 12/11/1998.

Speaker speaker_0: I have best number to reach you, 803-845-0176?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: With the email of your first and last name at sixtieth gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And for the security purposes of this line being recorded, you stated you would like to cancel current beneficial search, correct? I mean with MAU Staffing, sorry. Correct?

Speaker speaker_1: Can you repeat that?

Speaker speaker_0: Yes, sir. This is a line being recorded. You stated you would like to cancel coverage with MAU Staffing, correct?

Speaker speaker_1: Yes, ma'am. Just the medical insurance.

Speaker speaker_0: Okay. So I apologize, sir. You don't have just one plan, you have more than one plan. Specifically which plan do you want to keep?

Speaker speaker_1: Uh, I want to keep all of them except the medical insurance.

Speaker speaker_0: So you're going to keep your accident and critical illness, vision, short term disability and dental?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: That will be a new change of \$14.28 per paycheck. Do you authorize MAU Staffing to make the new deductions for you?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Please keep in mind that the vision and dental under section 125, those taxes will be pre-tax, tax-free for those two specific plans. Due to the fact that they are tax free, the IRS has restrictions on them. You cannot make changes or cancel them unless you have an open enrollment period or a Qualify For That.

Speaker speaker_1: Yes, I know.

Speaker speaker_0: Well, is there anything else we can assist you with today?

Speaker speaker_1: No, ma'am.

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

Speaker speaker_1: Thank you. You, too.