

Transcript: Francesca

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Full Transcript

... on mute. Hi, my name is Francesca. How can I assist you today? This is Corey Scott. How you doing? Good. How are you today, sir? I'm doing all right. I'm trying to see if I can change some stuff on my benefits. What staffing company do you work with? MAU. What are the last four of your Social? 9542. And the last name, please? Scott. Please verify your mailing address and your date of birth to make sure that I did locate the correct account. Um, address is 840 Bluefield Road, Lexington, South Carolina 29073. And what'd you need else? Date of birth. January 31, 1976. We have the best phone number to reach you down as 803-528-7125. Yes. That's it, that's the best one. Can we have your email address as first and last name@4350atyahoo.com? Yes. And which changes that you want to make to your current policy which is dental, vision and life insurance for employee and spouse? I want to add, um, a, a, um, my daughter on there. Hm. Okay. ... right and she is under 25, correct? Yeah. Yes, she under 25, yes. All right. And you're keeping the same plan, it's just adding her. So it's still going to be dental, vision and life insurance, correct? It is going to be, um, dental. So just- No, just, just life insur- just how much, how much more is the dental and, and life insurance? For which two? I'm sorry. For dental and the life insurance, not the vision? No, not the vision. No. Okay. So if we add her on only the dental and the life insurance and then keep you only your spouse and yourself on vision, that will be \$21.53 per paycheck and all three of those deductions... Actually, no. Both vision and dental deduction is gonna be pre-tax, and then the life insurance which will be three dollars and 17 cents will be the only coming out after tax. Okay. Okay. So how much I'm paying now without her being on it? Without her being on it, you are paying \$13.66 per paycheck. Okay. Okay. Well, I'm gonna need... I don't know if I'm gonna want that right there, so I'm going back. Are you guys getting... The life is still going to do? I'm sorry? Yeah, uh, no. I don't, I don't know. I don't think so. Do you feel like- I, I got, I can always come back and put it on there. 'Cause I'm sure she got it on her... She got it at Walmart, I'm sure. You got to ask her about that. But with this, with this dental insurance, does it cover like, cover like braces and all kind of dental work? I think 'cause right, main issue is with her braces right now. And anything- No, sir. ... like dental, it don't cover dentures? I mean, um, braces? I don't believe so, no, sir. It only covers preventative services, basic services, basically restoratives and radiographs. Because she already has them. It doesn't list here whether or not it will cover bracelets 'cause it is a PPO limited plan. She already has her braces in, so I'm thinking it's just, um, now, it's like making it now. And so I, it might co-... I don't know. It might cover that 'cause she already has braces. Yeah. So if I find out, say for instance I find out in two months that she can't, she not... Well, she could use it for other kind of like cleaning- Mm-hmm. Mm-hmm. ... and stuff like that too. Yeah. She could put it on there. All right, 'cause we- How much it'll be? How much it'll be just for the, for the dental insurance? Not, and not the, um, I- life insurance? So keeping life and vision for yourself and spouse and

only adding her to dental, is that correct? Yes. It will be \$20.90 per paycheck. Good Lord. I mean that I did want to add per the benefit guide of your staffing company, the specific services are listed on the guide. It says that it would cover dental procedures including routine oral exams, unlimited cleanings and major work such as dentures, root canals and crowns. Okay. Okay. Yeah. Let's, let's go on. Yeah. Do the dental. Mm-hmm. Go ahead and do the dental and the, and the life insurance on both, um, for my, for my daughter. All right. And then the other- And I didn't know I wasn't on her dental. I, I thought I was on the dental and the vision, but she just said I'm only on the vision. No, ma'am, you're on all three of them. You are. Okay. All right. Then go back. Okay. Thank you. You think they, they should get that done in Florence. The only one that I'm seeing is not in the vision is the daughter that you guys are trying to add at the moment. He said not to add her into that policy. Correct, sir? Okay. Yes. Don't add her on the, on the vision no harm. All right. So if I'm adding her only on dental and life insurance, keeping your spouse and yourself on vision, you're looking at \$21.53 per paycheck. Okay. Okay. Do you authorize MAU to make those needed deductions for you? Yes. Bear with me one moment. All right. And then as we discussed previously, that dental and vision are gonna be under that Section 125 which is gonna make those deductions come out pre-tax. Since it is free of taxes, they have-... restrictions on them where you cannot make a change or a cancellation unless you're in an open enrollment period like you are today- Uh-huh. ... or have a qualified life event. Oh, okay. All right, and then let's go ahead and add your child's information to the policy. What is her first and last name? Shawntay Scott. All right, and spell his first name to make sure I put it correct. S-H-A-W-N-T-A-Y, Shawntay. I apologize, sir, can you repeat that one more time? S-H- Can you spell it for me? S-H... My bad. S-H-A-W-N-T-A-Y. And no middle initial? No. I don't, I don't remember her initial name. All right. And do you have the Social? I'm, I'm asking her for it now. All right. Take your time. And we did say this is a daughter, not a son, correct? Yes, a daughter. She's not even answering. I don't... Is she on FaceTime or what? Ugh, why do I see stuff? I am able to put her in without the Socials and it won't affect her being able to use the coverage. Say it again about the coverage? Yes, sir. I'm able to put her in without the Social and it's not going to affect her being able to use the coverage. Oh, okay. Okay. Okay. Okay. And then the last thing I need is her date of birth. It's August 17th, 2005. August 17, 25? I mean 2005, sorry. Yeah, 2005. All right, so please allow one to two weeks for them to start making those deductions, and when you see that the deductions change from the \$13.66 to the \$21.53, following Monday will be when her coverage becomes effective. And that same week of activation, Friday, you are going to be receiving a new dental benefit card, since you're going to be adding her to that policy. Okay. They will mail it out that Friday of activation and it could take three to four weeks to get to you. Um, however, during that week of activation, by Wednesday usually we have access to the digital copies. So if you do need it to make an appointment sooner than waiting for the physical one to get home, you're able to give us a call to request a digital copy. Okay. All right. So you are all set. Was there anything else aside from adding her to those two plans that we can assist you with today? No. Let's see. Uh, well, she typing now, so I'm going to see if she going to give me the number. Mm-hmm. Okay, the number is... Social Security number is 658-20-8068. All right, there we go, so she is all set and I added her Social to the policy. Okay. All right, and then the very last day to make any changes would be the 31st, this Friday. That's going to be when the company open enrollment period ends. Okay. Yeah. All right, it was a pleasure assisting you today. I hope you have a wonderful rest of your day. All right,

thank you. You're welcome, and goodbye.

Conversation Format

Speaker speaker_0: ... on mute.

Speaker speaker_1: Hi, my name is Francesca. How can I assist you today?

Speaker speaker_0: This is Corey Scott. How you doing?

Speaker speaker_1: Good. How are you today, sir?

Speaker speaker_0: I'm doing all right. I'm trying to see if I can change some stuff on my benefits.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_0: MAU.

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

Speaker speaker_0: 9542.

Speaker speaker_1: And the last name, please?

Speaker speaker_0: Scott.

Speaker speaker_1: Please verify your mailing address and your date of birth to make sure that I did locate the correct account.

Speaker speaker_0: Um, address is 840 Bluefield Road, Lexington, South Carolina 29073. And what'd you need else?

Speaker speaker_1: Date of birth.

Speaker speaker_0: January 31, 1976.

Speaker speaker_1: We have the best phone number to reach you down as 803-528-7125.

Speaker speaker_0: Yes. That's it, that's the best one.

Speaker speaker_1: Can we have your email address as first and last name@4350atyahoo.com?

Speaker speaker_0: Yes.

Speaker speaker_1: And which changes that you want to make to your current policy which is dental, vision and life insurance for employee and spouse?

Speaker speaker_0: I want to add, um, a, a, um, my daughter on there.

Speaker speaker_1: Hm. Okay. ... right and she is under 25, correct?

Speaker speaker_0: Yeah. Yes, she under 25, yes.

Speaker speaker_1: All right. And you're keeping the same plan, it's just adding her. So it's still going to be dental, vision and life insurance, correct?

Speaker speaker_0: It is going to be, um, dental.

Speaker speaker_1: So just-

Speaker speaker_0: No, just, just life insur- just how much, how much more is the dental and, and life insurance?

Speaker speaker_1: For which two? I'm sorry. For dental and the life insurance, not the vision?

Speaker speaker_0: No, not the vision. No.

Speaker speaker_1: Okay. So if we add her on only the dental and the life insurance and then keep you only your spouse and yourself on vision, that will be \$21.53 per paycheck and all three of those deductions... Actually, no. Both vision and dental deduction is gonna be pre-tax, and then the life insurance which will be three dollars and 17 cents will be the only coming out after tax.

Speaker speaker_0: Okay. Okay. So how much I'm paying now without her being on it?

Speaker speaker_1: Without her being on it, you are paying \$13.66 per paycheck.

Speaker speaker_0: Okay. Okay. Well, I'm gonna need... I don't know if I'm gonna want that right there, so I'm going back. Are you guys getting... The life is still going to do?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Yeah, uh, no. I don't, I don't know. I don't think so. Do you feel like-

Speaker speaker_0: I, I got, I can always come back and put it on there.

Speaker speaker_2: 'Cause I'm sure she got it on her... She got it at Walmart, I'm sure. You got to ask her about that.

Speaker speaker_0: But with this, with this dental insurance, does it cover like, cover like braces and all kind of dental work? I think 'cause right, main issue is with her braces right now. And anything-

Speaker speaker_1: No, sir.

Speaker speaker_0: ... like dental, it don't cover dentures? I mean, um, braces?

Speaker speaker_1: I don't believe so, no, sir. It only covers preventative services, basic services, basically restoratives and radiographs.

Speaker speaker_0: Because she already has them.

Speaker speaker_1: It doesn't list here whether or not it will cover bracelets 'cause it is a PPO limited plan.

Speaker speaker_2: She already has her braces in, so I'm thinking it's just, um, now, it's like making it now. And so I, it might co-... I don't know. It might cover that 'cause she already has braces.

Speaker speaker_0: Yeah. So if I find out, say for instance I find out in two months that she can't, she not... Well, she could use it for other kind of like cleaning-

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_0: ... and stuff like that too. Yeah. She could put it on there.

Speaker speaker_1: All right, 'cause we-

Speaker speaker_0: How much it'll be? How much it'll be just for the, for the dental insurance? Not, and not the, um, I- life insurance?

Speaker speaker_1: So keeping life and vision for yourself and spouse and only adding her to dental, is that correct?

Speaker speaker_0: Yes.

Speaker speaker_1: It will be \$20.90 per paycheck.

Speaker speaker_0: Good Lord.

Speaker speaker_1: I mean that I did want to add per the benefit guide of your staffing company, the specific services are listed on the guide. It says that it would cover dental procedures including routine oral exams, unlimited cleanings and major work such as dentures, root canals and crowns.

Speaker speaker_0: Okay. Okay. Yeah. Let's, let's go on. Yeah. Do the dental.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Go ahead and do the dental and the, and the life insurance on both, um, for my, for my daughter.

Speaker speaker_1: All right. And then the other-

Speaker speaker_2: And I didn't know I wasn't on her dental. I, I thought I was on the dental and the vision, but she just said I'm only on the vision.

Speaker speaker_1: No, ma'am, you're on all three of them.

Speaker speaker_0: You are.

Speaker speaker_2: Okay. All right.

Speaker speaker_0: Then go back.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: You think they, they should get that done in Florence.

Speaker speaker_1: The only one that I'm seeing is not in the vision is the daughter that you guys are trying to add at the moment. He said not to add her into that policy. Correct, sir?

Speaker speaker_0: Okay. Yes. Don't add her on the, on the vision no harm.

Speaker speaker_1: All right. So if I'm adding her only on dental and life insurance, keeping your spouse and yourself on vision, you're looking at \$21.53 per paycheck.

Speaker speaker_0: Okay. Okay.

Speaker speaker_1: Do you authorize MAU to make those needed deductions for you?

Speaker speaker_0: Yes.

Speaker speaker_1: Bear with me one moment. All right. And then as we discussed previously, that dental and vision are gonna be under that Section 125 which is gonna make those deductions come out pre-tax. Since it is free of taxes, they have-... restrictions on them where you cannot make a change or a cancellation unless you're in an open enrollment period like you are today-

Speaker speaker_3: Uh-huh.

Speaker speaker_1: ... or have a qualified life event.

Speaker speaker_3: Oh, okay.

Speaker speaker_1: All right, and then let's go ahead and add your child's information to the policy. What is her first and last name?

Speaker speaker_3: Shawntay Scott.

Speaker speaker_1: All right, and spell his first name to make sure I put it correct.

Speaker speaker_3: S-H-A-W-N-T-A-Y, Shawntay.

Speaker speaker_1: I apologize, sir, can you repeat that one more time?

Speaker speaker_3: S-H-

Speaker speaker_1: Can you spell it for me?

Speaker speaker_3: S-H... My bad. S-H-A-W-N-T-A-Y.

Speaker speaker_1: And no middle initial?

Speaker speaker_3: No. I don't, I don't remember her initial name .

Speaker speaker_1: All right. And do you have the Social?

Speaker speaker_3: I'm, I'm asking her for it now.

Speaker speaker_1: All right. Take your time. And we did say this is a daughter, not a son, correct?

Speaker speaker_3: Yes, a daughter. She's not even answering. I don't... Is she on FaceTime or what? Ugh, why do I see stuff?

Speaker speaker_1: I am able to put her in without the Socials and it won't affect her being able to use the coverage.

Speaker speaker_3: Say it again about the coverage?

Speaker speaker_1: Yes, sir. I'm able to put her in without the Social and it's not going to affect her being able to use the coverage.

Speaker speaker_3: Oh, okay. Okay. Okay.

Speaker speaker_1: Okay. And then the last thing I need is her date of birth.

Speaker speaker_3: It's August 17th, 2005.

Speaker speaker_1: August 17, 25? I mean 2005, sorry.

Speaker speaker_3: Yeah, 2005.

Speaker speaker_1: All right, so please allow one to two weeks for them to start making those deductions, and when you see that the deductions change from the \$13.66 to the \$21.53, following Monday will be when her coverage becomes effective. And that same week of activation, Friday, you are going to be receiving a new dental benefit card, since you're going to be adding her to that policy.

Speaker speaker_3: Okay.

Speaker speaker_1: They will mail it out that Friday of activation and it could take three to four weeks to get to you. Um, however, during that week of activation, by Wednesday usually we have access to the digital copies. So if you do need it to make an appointment sooner than waiting for the physical one to get home, you're able to give us a call to request a digital copy.

Speaker speaker_3: Okay.

Speaker speaker_1: All right. So you are all set. Was there anything else aside from adding her to those two plans that we can assist you with today?

Speaker speaker_3: No. Let's see. Uh, well, she typing now, so I'm going to see if she going to give me the number.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: Okay, the number is... Social Security number is 658-20-8068.

Speaker speaker_1: All right, there we go, so she is all set and I added her Social to the policy.

Speaker speaker_3: Okay.

Speaker speaker_1: All right, and then the very last day to make any changes would be the 31st, this Friday. That's going to be when the company open enrollment period ends.

Speaker speaker_3: Okay.

Speaker speaker_1: Yeah. All right, it was a pleasure assisting you today. I hope you have a wonderful rest of your day.

Speaker speaker_3: All right, thank you.

Speaker speaker_1: You're welcome, and goodbye.