

Transcript: Francesca

Baez-5787827928350720-4533836741394432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How may I assist you today? Yeah, is this the right number to make alterations to my plan? For the health insurance that you have through your staffing company? Yeah. Yes, ma'am. What staffing company do you work with? Um, MAU. What are the last four of your Social and the last name to locate your account? 1606 and Bino. To ensure I'm on the right account, can you please verify your mailing address and your date of birth for me? 3837 Shaw Street, 29103, Columbia, SC. Uh, June 6th, 19- '93. Let me show the best phone number to reach you down as 803-844-8378. Yep. And I show your email then as lastnamefirstname@gmail.com? Yes. All right. And then what type of change were you looking to make? Um, I'm just gonna remove, um, everything. I think, uh, I did make one change before but I think like m- not everything because I know that... I don't know if you guys are still attached to the, uh, dental but I want... Like I, I'm keeping the dental. Uh, I don't know what else is on there. Maybe vision? But I'm getting rid of the, uh, like the preventative care one. Okay. Yes. Your policy is the medical preventative dental and vision, so you only want me to cancel the medical? Yes. All right. With just keeping the dental and the vision, you're looking at \$5.66 per paycheck. Do you authorize MAU staffing to make those deductions for you? Yes. All right. Translations take seven to 10 business days to process through. Um, so please let one to two weeks pass before you see the deduction change. Okay. All right. And then- No problem. ... with that being said your company open enrollment period won't end till January 31st. Keeping in mind now both the dental and vision you're keeping are under that Section 125 which the IRS has the regulations of it being deducted pre-tax. They do have restrictions on it where you won't be able to make cancellations or changes unless you have an open enrollment period like you did today or a qualified life event. Okay, so 31st is the end of it? Yes, sir. I mean, yes, ma'am. 31st will be the end of it. That falls on a Friday. Okay. Got you. All right. Well, is there anything else aside from canceling that medical that we can assist you with today? Um, no, that was, that was it. Thank you very much. Of course. My pleasure. I hope you enjoy the rest of your day and thank you for calling Benefits in a Car today. All right. Thank you. 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 a Car. My name is Francesca. How may I assist you today?

Speaker speaker_2: Yeah, is this the right number to make alterations to my plan?

Speaker speaker_1: For the health insurance that you have through your staffing company?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yes, ma'am. What staffing company do you work with?

Speaker speaker_2: Um, MAU.

Speaker speaker_1: What are the last four of your Social and the last name to locate your account?

Speaker speaker_2: 1606 and Bino.

Speaker speaker_1: To ensure I'm on the right account, can you please verify your mailing address and your date of birth for me?

Speaker speaker_2: 3837 Shaw Street, 29103, Columbia, SC. Uh, June 6th, 19- '93.

Speaker speaker_1: Let me show the best phone number to reach you down as 803-844-8378.

Speaker speaker_2: Yep.

Speaker speaker_1: And I show your email then as lastnamefirstname@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And then what type of change were you looking to make?

Speaker speaker_2: Um, I'm just gonna remove, um, everything. I think, uh, I did make one change before but I think like m- not everything because I know that... I don't know if you guys are still attached to the, uh, dental but I want... Like I, I'm keeping the dental. Uh, I don't know what else is on there. Maybe vision? But I'm getting rid of the, uh, like the preventative care one.

Speaker speaker_1: Okay. Yes. Your policy is the medical preventative dental and vision, so you only want me to cancel the medical?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. With just keeping the dental and the vision, you're looking at \$5.66 per paycheck. Do you authorize MAU staffing to make those deductions for you?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Translations take seven to 10 business days to process through. Um, so please let one to two weeks pass before you see the deduction change.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And then-

Speaker speaker_2: No problem.

Speaker speaker_1: ... with that being said your company open enrollment period won't end till January 31st. Keeping in mind now both the dental and vision you're keeping are under that Section 125 which the IRS has the regulations of it being deducted pre-tax. They do have restrictions on it where you won't be able to make cancellations or changes unless you have an open enrollment period like you did today or a qualified life event.

Speaker speaker_2: Okay, so 31st is the end of it?

Speaker speaker_1: Yes, sir. I mean, yes, ma'am. 31st will be the end of it. That falls on a Friday.

Speaker speaker_2: Okay. Got you.

Speaker speaker_1: All right. Well, is there anything else aside from canceling that medical that we can assist you with today?

Speaker speaker_2: Um, no, that was, that was it. Thank you very much.

Speaker speaker_1: Of course. My pleasure. I hope you enjoy the rest of your day and thank you for calling Benefits in a Car today.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Bye-bye.