

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. This is, uh, Jacob White. I'm trying to, uh, switch my benefits over. I just started 'em. I'm just trying to fix that. I, uh, filled it out wrong. Okay. What's the staffing agency you work for? MAU. And the last four of your Social? 7055. And what was your first and last name? Jacob White. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Jacob? Yep. 726 Mountain View Road. It is, uh, 29626 is the zip. Anderson, South Carolina is the city and state. Is that everything? And confirm your date of birth. 07/07/04. And a good telephone number. It has 864-417-1966? Yep. And the email it has is g.dperp69 at gmail? Yep. Okay. And what did you want to be enrolled into? Um, it's not the best, uh, health or the, uh, health insurance y'all provide. I want to do the dental, and I want to do the, um, the healthcare. But I want the second from there. So the Ensure Plus Basic? Yes, sir. And that, and that basically covers me for being able to go to the hospital and whatnot and go to the doctor actually. Yes, sir. So hospitals, doctors and medications is what's covered under the Ensure Plus Basic. Okay. Is, uh, dentistry covered? Um, so dental, dental is an additional benefit option that can be added to the medical plans for \$3.51 per week. Okay. Well, I would like to add that one too. Okay. So the Ensure Plus Basic and dental for employee only. Anything else? No, sir. Just those two. Okay. So doing those two would make your total deductions \$20.90 per week. Do you authorize MAU to make that deduction for you? Yes, sir. I do. Okay. So we can go ahead and save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$20.90 come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that MAU is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees can pay their premiums with pre-tax dollars. But that also means you must stay in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. But other than that, Jacob, was there anything else I could assist you with today? No, sir. That's everything. Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful day. All right? Thank you. Yes, sir. You have a blessed one too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. This is, uh, Jacob White. I'm trying to, uh, switch my benefits over. I just started 'em. I'm just trying to fix that. I, uh, filled it out wrong.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7055.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Jacob White.

Speaker speaker_0: Okay. And for security purposes, can you verify your home address, including city, state and zip code, Jacob?

Speaker speaker_1: Yep. 726 Mountain View Road. It is, uh, 29626 is the zip. Anderson, South Carolina is the city and state. Is that everything?

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 07/07/04.

Speaker speaker_0: And a good telephone number. It has 864-417-1966?

Speaker speaker_1: Yep.

Speaker speaker_0: And the email it has is g.dperp69 at gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And what did you want to be enrolled into?

Speaker speaker_1: Um, it's not the best, uh, health or the, uh, health insurance y'all provide. I want to do the dental, and I want to do the, um, the healthcare. But I want the second from there.

Speaker speaker_0: So the Ensure Plus Basic?

Speaker speaker_1: Yes, sir. And that, and that basically covers me for being able to go to the hospital and whatnot and go to the doctor actually.

Speaker speaker_0: Yes, sir. So hospitals, doctors and medications is what's covered under the Ensure Plus Basic.

Speaker speaker_1: Okay. Is, uh, dentistry covered?

Speaker speaker_0: Um, so dental, dental is an additional benefit option that can be added to the medical plans for \$3.51 per week.

Speaker speaker_1: Okay. Well, I would like to add that one too.

Speaker speaker_0: Okay. So the Ensure Plus Basic and dental for employee only. Anything else?

Speaker speaker_1: No, sir. Just those two.

Speaker speaker_0: Okay. So doing those two would make your total deductions \$20.90 per week. Do you authorize MAU to make that deduction for you?

Speaker speaker_1: Yes, sir. I do.

Speaker speaker_0: Okay. So we can go ahead and save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$20.90 come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that MAU is a Section 125 client. So what Section 125 is, it's an IRS code, which means employees can pay their premiums with pre-tax dollars. But that also means you must stay in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. But other than that, Jacob, was there anything else I could assist you with today?

Speaker speaker_1: No, sir. That's everything.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits on a Card, and I hope you have a wonderful day. All right?

Speaker speaker_1: Thank you. Yes, sir. You have a blessed one too.

Speaker speaker_0: Thank you. Bye-bye.