

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? Yes, my name is Ricky Wilkerson and I want to, um... I work for MAU. Uh, well, I no longer work for MAU and I want to cancel my c- insurance. Okay. So MAU, what's the last four of your Social so I can pull your file for you? 1711. And for security purposes, could you verify your home address, including city, state and ZIP code? 2277 Augusta 30909. You didn't give him the street memory. Oh, 2277, you know, Bella Spring Road. And your date of birth? Second month, 27th, day 70. And a good telephone number have a 762-224-8991? Correct. And the email I have is wilkersonrick... Wil... wilkersonricky70@gmail. Correct. Okay, so let's see here. So you stated you no longer work with MAU. Is that correct? Well, I, I got hired on the company. I, I no longer work for MAU no more. Okay, um, so let's see here. So it looks like... Well, MAU is a section 125 client, so unfortunately, I wouldn't be able to cancel coverage right now unless you experienced a qualified life event or if you were in MAU's next open enrollment period. However, since you stated that you just... yeah, that you got hired on directly with the company that you were working for, um, I do know that since deductions will no lo- or since you're no longer receiving paychecks through MAU, deductions will stop and the coverage will automatically cancel out by itself. Oh, okay. Okay. Um, well, is there anything else I could help you with, uh, help today with, Ricky? Not that I'm... Well, I'm his wife. I'm just trying to find out if he's got a last check coming. Is it still going to come out of that check? Um, unfortunately, yes, it will. But that does give him an extra week of coverage through MAU. Uh, yeah, we never got a chance to use it, but all right. Okay. Is there anything else I could help y'all with today? No. Okay. Well, y'all have a wonderful day, all right? You too.

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: Yes, my name is Ricky Wilkerson and I want to, um... I work for MAU. Uh, well, I no longer work for MAU and I want to cancel my c- insurance.

Speaker speaker_0: Okay. So MAU, what's the last four of your Social so I can pull your file for you?

Speaker speaker_1: 1711.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and ZIP code?

Speaker speaker_1: 2277 Augusta 30909.

Speaker speaker_2: You didn't give him the street memory.

Speaker speaker_1: Oh, 2277, you know, Bella Spring Road.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Second month, 27th, day 70.

Speaker speaker_0: And a good telephone number have a 762-224-8991?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is wilkersonrick... Wil... wilkersonricky70@gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so let's see here. So you stated you no longer work with MAU. Is that correct?

Speaker speaker_1: Well, I, I got hired on the company. I, I no longer work for MAU no more.

Speaker speaker_0: Okay, um, so let's see here. So it looks like... Well, MAU is a section 125 client, so unfortunately, I wouldn't be able to cancel coverage right now unless you experienced a qualified life event or if you were in MAU's next open enrollment period. However, since you stated that you just... yeah, that you got hired on directly with the company that you were working for, um, I do know that since deductions will no lo- or since you're no longer receiving paychecks through MAU, deductions will stop and the coverage will automatically cancel out by itself.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay. Um, well, is there anything else I could help you with, uh, help today with, Ricky?

Speaker speaker_1: Not that I'm...

Speaker speaker_2: Well, I'm his wife. I'm just trying to find out if he's got a last check coming. Is it still going to come out of that check?

Speaker speaker_0: Um, unfortunately, yes, it will. But that does give him an extra week of coverage through MAU.

Speaker speaker_2: Uh, yeah, we never got a chance to use it, but all right.

Speaker speaker_0: Okay. Is there anything else I could help y'all with today?

Speaker speaker_2: No.

Speaker speaker_0: Okay. Well, y'all have a wonderful day, all right?

Speaker speaker_2: You too.