

Transcript: Justin

Mills-5373109689434112-5818995477364736

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, Justin, this is Kevin Williams. Uh, I got health insurance with y'all, and I would like to cancel it. Okay, what's the staffing agency you work for? MAU. And the last four of your social? 2248. And for security purposes, can you verify your home address, including city, state and zip code, Kevin? Yes. 8357 Highway 308, Laurens, South Carolina, 29360. And confirm your date of birth? 12/24/80. And a good telephone number has 340-0264? Correct. And the email I have is reddevil_5599@yahoo? Correct. Okay. Um, so... Um, I want to keep... I want to keep my, uh, AD&D; insurance and long-term disability and all that. I just want to cancel the health insurance. Okay, so you want to drop medical, keep dental, disability, critical illness and group accident? Yes. Okay. So let's see here. So your current deductions right now with everything, including the medical was \$58.34. However, dropping the medical and keeping everything for employee plus spouse... Let's see here. Dental. I didn't see. Hurry up and get off the phone so you can see. No, there was a blind spot, I couldn't see it. Please, dad. Please. Sorry, sorry, what did you say now? How much? Bear with me one second. I'm making those changes. Okay. No, I couldn't see anything but you've got to see it right here. Are you- That's just what I'm saying. Here, do you mind if I place you on hold? Yeah, go ahead. All right. I didn't hear what I just said. Hello. Are you still there? Yeah. Awesome. Thank you so much for holding. So dropping the medical and keeping everything else, the dental, critical illness, short term disability and group accident would make your new total deduction \$16.36 a week. Do you authorize MAU to make that adjustment for you? Yes, I authorize it. So I'll go ahead and save that. So 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 \$16.36 come off your paycheck, that's how you know the medical plan was dropped from the coverage. But other than that, is there anything else I can help you out with today, Kevin? So you're saying it's gonna take one to two weeks before it'll come off? Correct. Yes, sir. Because pending enrollments take one to two weeks to go through. Oh, I thought... I just thought... I've, I've been with y'all for a while. I didn't know I was having to re-enroll basically. No, sir. So you're dropping the medical plan, um, but we had to re-enroll because you had to dr- you're dropping the medical plan. We couldn't drop everything, because if you wanted to cancel everything, that's... That would still be the one to two weeks. But since we're dropping the medical, you would still have to go through the one to two week pending enrollment process because it's starting a new enrollment because you're dropping the medical. Okay. Okay. All right. So will I get charged for the, uh, medical for the next two weeks? Correct. Yes, sir. But that does give you one to two weeks of extra coverage as well. Okay. Is there anything else I can help you out with today, Kevin? That'll be it. Awesome. Well, thank you for calling Benefits and a Card,

and I hope you have a wonderful day. All right? You too. Thank you. Bye-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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, Justin, this is Kevin Williams. Uh, I got health insurance with y'all, and I would like to cancel it.

Speaker speaker_1: Okay, what's the staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2248.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Kevin?

Speaker speaker_2: Yes. 8357 Highway 308, Laurens, South Carolina, 29360.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 12/24/80.

Speaker speaker_1: And a good telephone number has 340-0264?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is reddevil_5599@yahoo?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, so...

Speaker speaker_2: Um, I want to keep... I want to keep my, uh, AD&D; insurance and long-term disability and all that. I just want to cancel the health insurance.

Speaker speaker_1: Okay, so you want to drop medical, keep dental, disability, critical illness and group accident?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So let's see here. So your current deductions right now with everything, including the medical was \$58.34. However, dropping the medical and keeping everything for employee plus spouse... Let's see here. Dental.

Speaker speaker_2: I didn't see.

Speaker speaker_3: Hurry up and get off the phone so you can see.

Speaker speaker_2: No, there was a blind spot, I couldn't see it.

Speaker speaker_3: Please, dad. Please.

Speaker speaker_2: Sorry, sorry, what did you say now? How much?

Speaker speaker_1: Bear with me one second. I'm making those changes.

Speaker speaker_2: Okay.

Speaker speaker_3: No, I couldn't see anything but you've got to see it right here.

Speaker speaker_2: Are you-

Speaker speaker_3: That's just what I'm saying.

Speaker speaker_1: Here, do you mind if I place you on hold?

Speaker speaker_2: Yeah, go ahead.

Speaker speaker_1: All right.

Speaker speaker_3: I didn't hear what I just said.

Speaker speaker_1: Hello. Are you still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Awesome. Thank you so much for holding. So dropping the medical and keeping everything else, the dental, critical illness, short term disability and group accident would make your new total deduction \$16.36 a week. Do you authorize MAU to make that adjustment for you?

Speaker speaker_2: Yes, I authorize it.

Speaker speaker_1: So I'll go ahead and save that. So 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 \$16.36 come off your paycheck, that's how you know the medical plan was dropped from the coverage. But other than that, is there anything else I can help you out with today, Kevin?

Speaker speaker_2: So you're saying it's gonna take one to two weeks before it'll come off?

Speaker speaker_1: Correct. Yes, sir. Because pending enrollments take one to two weeks to go through.

Speaker speaker_2: Oh, I thought... I just thought... I've, I've been with y'all for a while. I didn't know I was having to re-enroll basically.

Speaker speaker_1: No, sir. So you're dropping the medical plan, um, but we had to re-enroll because you had to dr- you're dropping the medical plan. We couldn't drop everything, because if you wanted to cancel everything, that's... That would still be the one to two weeks.

But since we're dropping the medical, you would still have to go through the one to two week pending enrollment process because it's starting a new enrollment because you're dropping the medical.

Speaker speaker_2: Okay. Okay. All right. So will I get charged for the, uh, medical for the next two weeks?

Speaker speaker_1: Correct. Yes, sir. But that does give you one to two weeks of extra coverage as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I can help you out with today, Kevin?

Speaker speaker_2: That'll be it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right?

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.