

Transcript: Justin

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Full Transcript

That'd be great. Your call may be monitored, or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Speak into the device, sir. Hi. I was calling to talk about my, my coverage I have, and I think I want to cancel it. Mokay, what's the staffing agency you work for? MAU. And the last four of your social? 4912. And what was your first and last name? Dequarius Taylor. Do I need to spell that? No, I got you pulled up here, and for security purposes, can you verify the home address, including city, state and zip code, Dequarius? Uh, uh, Simpsonville, South Carolina, um... Hang on, give me one second. Um... Uh, is it, uh, 413 Hillburn West. Correct. City, state and zip code? Uh, 29680. City and state? Simpsonville, South Carolina. Simpsonville, South Carolina. And your date of birth? August 25th, 1999. And a good telephone number has 615-900-9752? Yes, sir. The email address is DequariusTaylor at gmail? Yes, sir. Okay, um, so let's see. So looking at the file, looks like you're currently enrolled in some dental- Mm-hmm. ... term life vision, group accident, the MEC standalone, which is your medical plan. Okay. And ID experts for employee only. Um, you stated you wanted to cancel the coverage, is that correct? Yes. Okay, um, so let's see. Um, except dental and, and dental and vision I want to keep. My fault. Okay, um, so looks like I can only drop term life, group accident and ID experts right now, since you're outside of company open enrollment period and your personal open enrollment period. However, I do know that MAU starts their company open enrollment period starting on December 23rd, so that's when you'll be able to drop everything else, like the medical, vision or dental if you wanted to, since they're Section 125. Okay. Okay. Um, but did you want me to go ahead and drop the term life, the group accident and ID experts for you? Yes. Okay. Uh, what's the website I have to go to, though? Uh, let's see. Yeah, let me check on that. So the website should be... so my, so I can provide it to you. So www.my, so M-Y, biac.com/mau. All right. Okay. Um, let's see here. For your current deductions right now with everything was \$22.06. However, dropping the ID experts, the group accident and term life would make your new total deductions \$15.93 a week, okay? Okay. Okay, so let me go ahead and save that. Do you authorize MAU to make the deduction for you? Y- Okay. Say again? Do you authorize MAU to make that deduction for you? Yes. Okay. Um, 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 that first payroll reduction of the \$15.93 come off your paycheck, that's how you know the term life, group accident and ID experts was dropped from the coverage. Um, but other than that, is there anything else I could help you out with today? No, sir. Awesome. Well, you have a wonderful weekend, okay? Thank you, you as well. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: That'd be great.

Speaker speaker_1: Your call may be monitored, or recorded for quality assurance purposes.

Speaker speaker_2: Thank you for calling Benefit Center Card. This is Justin. How can I help you today? Speak into the device, sir.

Speaker speaker_3: Hi. I was calling to talk about my, my coverage I have, and I think I want to cancel it.

Speaker speaker_2: Mokay, what's the staffing agency you work for?

Speaker speaker_3: MAU.

Speaker speaker_2: And the last four of your social?

Speaker speaker_3: 4912.

Speaker speaker_2: And what was your first and last name?

Speaker speaker_3: Dequarius Taylor. Do I need to spell that?

Speaker speaker_2: No, I got you pulled up here, and for security purposes, can you verify the home address, including city, state and zip code, Dequarius?

Speaker speaker_3: Uh, uh, Simpsonville, South Carolina, um... Hang on, give me one second. Um... Uh, is it, uh, 413 Hillburn West.

Speaker speaker_2: Correct. City, state and zip code?

Speaker speaker_3: Uh, 29680.

Speaker speaker_2: City and state?

Speaker speaker_3: Simpsonville, South Carolina. Simpsonville, South Carolina.

Speaker speaker_2: And your date of birth?

Speaker speaker_3: August 25th, 1999.

Speaker speaker_2: And a good telephone number has 615-900-9752?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: The email address is DequariusTaylor at gmail?

Speaker speaker_3: Yes, sir.

Speaker speaker_2: Okay, um, so let's see. So looking at the file, looks like you're currently enrolled in some dental-

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: ... term life vision, group accident, the MEC standalone, which is your medical plan.

Speaker speaker_3: Okay.

Speaker speaker_2: And ID experts for employee only. Um, you stated you wanted to cancel the coverage, is that correct?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay, um, so let's see.

Speaker speaker_3: Um, except dental and, and dental and vision I want to keep. My fault.

Speaker speaker_2: Okay, um, so looks like I can only drop term life, group accident and ID experts right now, since you're outside of company open enrollment period and your personal open enrollment period. However, I do know that MAU starts their company open enrollment period starting on December 23rd, so that's when you'll be able to drop everything else, like the medical, vision or dental if you wanted to, since they're Section 125.

Speaker speaker_3: Okay.

Speaker speaker_2: Okay. Um, but did you want me to go ahead and drop the term life, the group accident and ID experts for you?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay.

Speaker speaker_3: Uh, what's the website I have to go to, though?

Speaker speaker_2: Uh, let's see. Yeah, let me check on that. So the website should be... so my, so I can provide it to you. So www.my, so M-Y, biac.com/mau.

Speaker speaker_3: All right.

Speaker speaker_2: Okay. Um, let's see here. For your current deductions right now with everything was \$22.06. However, dropping the ID experts, the group accident and term life would make your new total deductions \$15.93 a week, okay?

Speaker speaker_3: Okay.

Speaker speaker_2: Okay, so let me go ahead and save that. Do you authorize MAU to make the deduction for you?

Speaker speaker_3: Y-

Speaker speaker_2: Okay.

Speaker speaker_3: Say again?

Speaker speaker_2: Do you authorize MAU to make that deduction for you?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. Um, 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 that first payroll reduction of the \$15.93 come off your paycheck, that's how you know the term life, group accident and ID experts was dropped from the coverage. Um, but other than that, is there anything else I could help you out with today?

Speaker speaker_3: No, sir.

Speaker speaker_2: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker_3: Thank you, you as well.

Speaker speaker_2: Thank you. Bye-bye.