

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Um, yeah, my name is Cameron Harrison. Um, towards the end of the year, it was, um, getting me to renew and everything with, uh... I'm remember the last day was, like, the January 31st of January. Um, I didn't renew it, um, just because, but now it's still taking the money out of my check. So I don't really know why it's doing that. If it- if I didn't renew or enroll, 'cause I- I kept getting the texts and stuff, like, "Enroll by January 31st." That's when I got this, this threat, but I didn't enroll or activate anything. So I was just wondering why- Yeah, um- ... it's still coming. Yeah, so I do know that everything rolls over automatically unless you wanted to make changes to the coverage or cancel it. Um, however, let me try pulling your file and see what's going on. Um, what's the staffing agency you work for? MAU. And the last four of your Social? 7554. And what was your first and last name? Cameron Harrison. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Cameron? 2512 Queen City, 45690 Ohio 45238. And confirm your date of birth? May 20th, '88. And a good telephone number has 513-692-0739? Yeah. Yes. And email address cameronharrison2888@gmail? Yep. Okay, so looking at the file, yes, so it looks like everything did roll over automatically. Um, checking note history, I'm not seeing where you did call to cancel the coverage, so everything was rolled over automatically. I thought it was saying like I had to enroll in it or whatever 'cause, you know- No, sir, it's just- Right. No, sir. But, you know, I- I hear you, but the- the lang- the language that was probably used, it was like, for me to enroll... I am, but I'm thinking, like, I ain't had... and there was, like, a deadline to enroll in it, so it's like, all right, I don't have to enroll or re-enroll. But I hear you saying it rolled over. So do I... how do I cancel it? Um, let's see here. So it looks like I can drop the critical illness, the group accident and, uh, the term life. But the medical, dental and vision, uh, are Section 125, so you would actually need a qualified life event or wait until next open enrollment to cancel those plans. Uh-huh, just keep it. Okay. And then come the next one. Okay, so keep everything the same? Yeah. Okay. Now, regarding that text message you kept receiving, that was for all of the MAU employees to either enroll or make changes or cancel benefits. Um, meaning, like, if someone didn't get the chance to enroll before their personal open enrollment period ended, uh, they had the option to enroll during open enrollment. So that was just for all of the employees, um, not specifically you individually. But ma- MAU sent- sent all of the- their employees that mass text message. Okay. All righty. I gotcha. Is there anything else I can help you out with today, Cameron? Uh, no. Thank you. Awesome. Well, you have a wonderful day, okay? Later. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Um, yeah, my name is Cameron Harrison. Um, towards the end of the year, it was, um, getting me to renew and everything with, uh... I'm remember the last day was, like, the January 31st of January. Um, I didn't renew it, um, just because, but now it's still taking the money out of my check. So I don't really know why it's doing that. If it- if I didn't renew or enroll, 'cause I- I kept getting the texts and stuff, like, "Enroll by January 31st." That's when I got this, this threat, but I didn't enroll or activate anything. So I was just wondering why-

Speaker speaker_0: Yeah, um-

Speaker speaker_1: ... it's still coming.

Speaker speaker_0: Yeah, so I do know that everything rolls over automatically unless you wanted to make changes to the coverage or cancel it. Um, however, let me try pulling your file and see what's going on. Um, 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: 7554.

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

Speaker speaker_1: Cameron Harrison.

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

Speaker speaker_1: 2512 Queen City, 45690 Ohio 45238.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: May 20th, '88.

Speaker speaker_0: And a good telephone number has 513-692-0739?

Speaker speaker_1: Yeah. Yes.

Speaker speaker_0: And email address cameronharrison2888@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay, so looking at the file, yes, so it looks like everything did roll over automatically. Um, checking note history, I'm not seeing where you did call to cancel the coverage, so everything was rolled over automatically.

Speaker speaker_1: I thought it was saying like I had to enroll in it or whatever 'cause, you know-

Speaker speaker_0: No, sir, it's just-

Speaker speaker_1: Right.

Speaker speaker_0: No, sir.

Speaker speaker_1: But, you know, I- I hear you, but the- the lang- the language that was probably used, it was like, for me to enroll... I am, but I'm thinking, like, I ain't had... and there was, like, a deadline to enroll in it, so it's like, all right, I don't have to enroll or re-enroll. But I hear you saying it rolled over. So do I... how do I cancel it?

Speaker speaker_0: Um, let's see here. So it looks like I can drop the critical illness, the group accident and, uh, the term life. But the medical, dental and vision, uh, are Section 125, so you would actually need a qualified life event or wait until next open enrollment to cancel those plans.

Speaker speaker_1: Uh-huh, just keep it.

Speaker speaker_0: Okay.

Speaker speaker_1: And then come the next one.

Speaker speaker_0: Okay, so keep everything the same?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Now, regarding that text message you kept receiving, that was for all of the MAU employees to either enroll or make changes or cancel benefits. Um, meaning, like, if someone didn't get the chance to enroll before their personal open enrollment period ended, uh, they had the option to enroll during open enrollment. So that was just for all of the employees, um, not specifically you individually. But ma- MAU sent- sent all of the- their employees that mass text message.

Speaker speaker_1: Okay. All righty. I gotcha.

Speaker speaker_0: Is there anything else I can help you out with today, Cameron?

Speaker speaker_1: Uh, no. Thank you.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: Later. You too.

Speaker speaker_0: Thank you. Bye-bye.