

Transcript: Justin

Mills-6483271581483008-4793308116729856

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, uh, I recently, uh, applied for, uh, insurance, uh, health and, health and dental with my... It was a discrepancy about, uh, my, uh, supposed to be my spouse, but it's not my spouse, but it's my daughter. And they, they wrote it up as my spouse when I was getting my daughter on the insurance. Yeah, let me f- check on that for you. What's the staffing agency you work for? MAU. And the last four of your social? 1288. And what was your first and last name? Mentha Walker. M-E-N-T-H-A. And for security purposes, could you verify your home address, including city, state and zip code? 4908 Bravo Court, Augusta, Georgia 30909. And confirm your date of birth? 12/17/78. And a good telephone number. Have a 706-651-1019? Yes. And the email, have as menthamarcuswalker78@outlook? Yes. Okay, so just to confirm, you need to switch it to employee plus child coverage? Child, yes. Not spouse. Okay, so let's see here. Basic, dental, term life. Okay, so doing the insurplus basic which covers hospitals, doctors and medications, dental and then term life for employee plus child would make your total deductions \$37.98 per week. Do you authorize MAU to make that deduction for you? Yes. Okay, so let me go ahead and save that, and add your dependent down real quick. And what's the child's first name? Hailey Walker. Okay. And her social? Oh, she up in the bed asleep. Uh, no, it's 66816... Can't remember the last four digits. But you, you can't pull it up? 'Cause I, they wrote it down as uh, as uh as my spouse. Here, let me check on that real quick. Let me check the document. Yeah, I'm not seeing that other document. Um, here let me see real quick. Give me one second. Mm-hmm. 668160541? Yes, I believe that's it. 0541. Okay. And what's Hailey's date of birth? 060102. 02, okay. And who do you want to put down as the beneficiary for the term life? Hailey, Hailey Walker, my daughter. Hailey, okay. Okay, so I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$37.98 that come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to 10 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 could 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. Other than that, Mentha, is there anything else I can help you out with today? No, that's all. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? Thank you. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, uh, I recently, uh, applied for, uh, insurance, uh, health and, health and dental with my... It was a discrepancy about, uh, my, uh, supposed to be my spouse, but it's not my spouse, but it's my daughter. And they, they wrote it up as my spouse when I was getting my daughter on the insurance.

Speaker speaker_0: Yeah, let me f- check on that for you. 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: 1288.

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

Speaker speaker_1: Mentha Walker. M-E-N-T-H-A.

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

Speaker speaker_1: 4908 Bravo Court, Augusta, Georgia 30909.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 12/17/78.

Speaker speaker_0: And a good telephone number. Have a 706-651-1019?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email, have as menthamarcuswalker78@outlook?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so just to confirm, you need to switch it to employee plus child coverage?

Speaker speaker_1: Child, yes. Not spouse.

Speaker speaker_0: Okay, so let's see here. Basic, dental, term life. Okay, so doing the insurplus basic which covers hospitals, doctors and medications, dental and then term life for employee plus child would make your total deductions \$37.98 per week. Do you authorize MAU to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so let me go ahead and save that, and add your dependent down real quick. And what's the child's first name?

Speaker speaker_1: Hailey Walker.

Speaker speaker_0: Okay. And her social?

Speaker speaker_1: Oh, she up in the bed asleep. Uh, no, it's 66816... Can't remember the last four digits. But you, you can't pull it up? 'Cause I, they wrote it down as uh, as uh as my spouse.

Speaker speaker_0: Here, let me check on that real quick. Let me check the document. Yeah, I'm not seeing that other document. Um, here let me see real quick. Give me one second.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: 668160541?

Speaker speaker_1: Yes, I believe that's it. 0541.

Speaker speaker_0: Okay. And what's Hailey's date of birth?

Speaker speaker_1: 060102.

Speaker speaker_0: 02, okay. And who do you want to put down as the beneficiary for the term life?

Speaker speaker_1: Hailey, Hailey Walker, my daughter.

Speaker speaker_0: Hailey, okay. Okay, so I do want to let you know how this pending enrollment process works. It will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$37.98 that come off your paycheck, coverage begins the Monday we receive that deduction from MAU. Seven to 10 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 could 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. Other than that, Mentha, is there anything else I can help you out with today?

Speaker speaker_1: No, that's all.

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

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.