

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the ... This is Malcolm. How can I help you? I need to enroll for benefits. What staffing company do you work for? Partners Personnel. What's the last four of your social? 4446. First name? Miranda. Last name? Cipher, C-Y-P-H-E-R. Okay. For security purposes, can you verify your address and date of birth for me? 69 Halifax River Drive, Apartment 102, Tampa, Florida 33617. And then my birthday is 10/8/2001. Okay. So I got your phone number as 724-525-8903. Correct. And your email is mirandacipher12@icloud.com? Yes. All right. What type of coverage were you looking to get enrolled into? The VIP Plus one. That's it? Just for you? Yeah, just me. And that's the only plan you want is just the VIP Plus and that's it? Yes. All right. So your total's going to be \$31.61. That'll be deducted weekly. Do you authorize your employer to make these deductions? Yeah. Okay. So your enrollment proc-... I do have to let you know that your plan falls under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. Since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless they have a company open enrollment period, or you have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier. Okay. All right. So the enrollment process does take one to two weeks. Your first deduction from your paycheck and we see it in our system, that's following Monday when your coverage will become active. And then with your, with your ID card, you'll want to call and request it once your coverage becomes active. Otherwise, it's normally sent via email. Okay. All right. Well, is there anything else I can help you with today, Ms. Miranda? Nope. That's it. There's nothing else. Thanks for calling Benefits in the... I hope you have a great rest of your week. Thank you. You too. Thank you. Bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the ... This is Malcolm. How can I help you?

Speaker speaker_1: I need to enroll for benefits.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Partners Personnel.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: 4446.

Speaker speaker_0: First name?

Speaker speaker_1: Miranda.

Speaker speaker_0: Last name?

Speaker speaker_1: Cipher, C-Y-P-H-E-R.

Speaker speaker_0: Okay. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 69 Halifax River Drive, Apartment 102, Tampa, Florida 33617. And then my birthday is 10/8/2001.

Speaker speaker_0: Okay. So I got your phone number as 724-525-8903.

Speaker speaker_1: Correct.

Speaker speaker_0: And your email is mirandacipher12@icloud.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. What type of coverage were you looking to get enrolled into?

Speaker speaker_1: The VIP Plus one.

Speaker speaker_0: That's it? Just for you?

Speaker speaker_1: Yeah, just me.

Speaker speaker_0: And that's the only plan you want is just the VIP Plus and that's it?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So your total's going to be \$31.61. That'll be deducted weekly. Do you authorize your employer to make these deductions?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So your enrollment proc-... I do have to let you know that your plan falls under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. Since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless they have a company open enrollment period, or you have a qualifying life event such as marriage and divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. So the enrollment process does take one to two weeks. Your first deduction from your paycheck and we see it in our system, that's following Monday when your coverage will become active. And then with your, with your ID card, you'll want to call and request it once your coverage becomes active. Otherwise, it's normally sent via email.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, is there anything else I can help you with today, Ms. Miranda?

Speaker speaker_1: Nope. That's it.

Speaker speaker_0: There's nothing else. Thanks for calling Benefits in the... I hope you have a great rest of your week.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.