

## **Transcript: Pamela**

**Blanc-5917096054571008-4944154416070656**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Hey. I just recently got employed with MAU at Samsung. Okay. And I wanted to- And I wanted to- ... um, see if I could get the benefits for dental insurance. Sure. I think... Let's see. May I have the last four digits of your social? 1669- First and last name? Eric Montgomery. Mr. Montgomery, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, the address that I'm living at now is 1415 Wheeler Street, Newberry, South Carolina, 29180. And what was the date of birth? I'm sorry, I didn't... August 5th, 2004. Oh, okay. Um, we have a telephone number on file which is 803-919-0125 and your email- Yes, ma'am, that's me. ... is your first name, last name, 68 at gmail.com. Yes, ma'am. Okay. Okay, so we did receive your enrollment form, but, uh, you selected the dental and at the same time you selected that you didn't want to participate. So I'm gonna go ahead- Yes, um- ... and, um, and enroll you in the dental plan. It's just for employee only. Yes, ma'am. Okay. So this plan, um, the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system. Now, MAU is under Section 125, which is an IRS regulation. What it means is that your premium will be taken before taxes. Okay. Which lower your taxable income, but I'm so sorry. Um, that you have, you have, you are required to stay within the plan and to open enrollment or a qualified life event. Okay, um. ID cards arrive within seven to ten days after the benefits are active. Okay. So sorry. Is there anything else I could do for you? No, ma'am. I just... So you said about Monday. You said seven to ten days the card will be here? After the benefits are active. So like after, after you guys take the money out of my check? Yes. It takes seven to ten days for, um, after the benefits are active. Now, it takes about three weeks for the benefit to start. Oh, God. That's kinda too long. But thank you. Yes, ma'am. That's all. As long as you got me signed up, I'll be looking forward to come. No problem. Yes, ma'am. All right. Thank you. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hey. I just recently got employed with MAU at Samsung.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And I wanted to-

Speaker speaker\_1: And I wanted to-

Speaker speaker\_2: ... um, see if I could get the benefits for dental insurance.

Speaker speaker\_1: Sure. I think... Let's see. May I have the last four digits of your social?

Speaker speaker\_2: 1669-

Speaker speaker\_1: First and last name?

Speaker speaker\_2: Eric Montgomery.

Speaker speaker\_1: Mr. Montgomery, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Um, the address that I'm living at now is 1415 Wheeler Street, Newberry, South Carolina, 29180.

Speaker speaker\_1: And what was the date of birth? I'm sorry, I didn't...

Speaker speaker\_2: August 5th, 2004.

Speaker speaker\_1: Oh, okay. Um, we have a telephone number on file which is 803-919-0125 and your email-

Speaker speaker\_2: Yes, ma'am, that's me.

Speaker speaker\_1: ... is your first name, last name, 68 at gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Okay, so we did receive your enrollment form, but, uh, you selected the dental and at the same time you selected that you didn't want to participate. So I'm gonna go ahead-

Speaker speaker\_2: Yes, um-

Speaker speaker\_1: ... and, um, and enroll you in the dental plan. It's just for employee only.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. So this plan, um, the benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be authorized to generate in the system. Now, MAU is under Section 125, which is an IRS regulation. What it means is that your premium will be taken before taxes.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Which lower your taxable income, but I'm so sorry. Um, that you have, you have, you are required to stay within the plan and to open enrollment or a qualified live

event. Okay, um. ID cards arrive within seven to ten days after the benefits are active.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So sorry. Is there anything else I could do for you?

Speaker speaker\_2: No, ma'am. I just... So you said about Monday. You said seven to ten days the card will be here?

Speaker speaker\_1: After the benefits are active.

Speaker speaker\_2: So like after, after you guys take the money out of my check?

Speaker speaker\_1: Yes. It takes seven to ten days for, um, after the benefits are active. Now, it takes about three weeks for the benefit to start.

Speaker speaker\_2: Oh, God. That's kinda too long. But thank you. Yes, ma'am. That's all. As long as you got me signed up, I'll be looking forward to come.

Speaker speaker\_1: No problem.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_2: Thank you.