

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?
Um, yes. My name is Lakeisha Black and I was calling because, uh, when I first register with you guys, I see on my, um, medical stuff, well, my insurance stuff, that I have two medical 125, one for \$9.46 and the other one's for \$17.39. What's the difference between those two and can I take one off if I don't need it? Okay. Well, w- which was that, the name of the, the, the plan? I'm sorry. Um, uh, on my, um, insurance I have- Uh-huh. ... when I look at my check stub, it just says medical 12, 125. Oh. Because it should, it should give you, like if it's from us, it should say BIC and a breakdown of each one, like dental, vision, medical. Not by- Yeah. Yeah. I have all of that. Yeah, I have all of that. But I have two medical... It just says, on my check stub it just says medical 125 but I have two of them. One is for, one is taking out \$9.46 and the other one is taking out \$17.39. But my question to you is, if I don't need one of those, can I take it off? Like can I get rid of one of them if I don't need it? Okay. So in that case... In that case, I will have to look up, um, your file and see- Okay. ... if the company you work for doesn't have any restriction for you for cancel. Okay. All right. May I have the last four digits of your Social? 2378. And the name of the company? Uh, I'm with MAU Workforce Solutions. All right. And your first and last name? Lakeisha Black. Miss Black, for security reasons, just to make sure we are in the correct file, can you please provide your complete address and date of birth? My address is 3584 Grant Avenue, Newberry, South Carolina, 29108 and the apartment number is 23A and my date of birth there is 01/22/1993. Thank you for the information. We have, um, a phone number on file A437081105 and your email- Mm-hmm. ... is your first name, last name, 204@yahoo.com? Yes, ma'am. Okay. All right. So unfortunately because, uh, MAU is under section 125, maybe that's what it is that you see in there, um, you cannot cancel at this time. You have to wait for company open enrollment to be able to cancel- Oh. ... one o- e- either or of the benefits, the medical. Okay, and that's like towards the end of the year, right? Yes. I believe they did it last year around mid-December. I will... Let me double-check. Yes. They did it at en- m- at the end of December. Okay. Okay. Anything else I can do for you- No. ... ma'am? No, ma'am. That was it. Thank you. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Um, yes. My name is Lakeisha Black and I was calling because, uh, when I first register with you guys, I see on my, um, medical stuff, well, my insurance stuff,

that I have two medical 125, one for \$9.46 and the other one's for \$17.39. What's the difference between those two and can I take one off if I don't need it?

Speaker speaker_0: Okay. Well, w- which was that, the name of the, the, the plan? I'm sorry.

Speaker speaker_1: Um, uh, on my, um, insurance I have-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... when I look at my check stub, it just says medical 12, 125.

Speaker speaker_0: Oh. Because it should, it should give you, like if it's from us, it should say BIC and a breakdown of each one, like dental, vision, medical. Not by-

Speaker speaker_1: Yeah. Yeah. I have all of that. Yeah, I have all of that. But I have two medical... It just says, on my check stub it just says medical 125 but I have two of them. One is for, one is taking out \$9.46 and the other one is taking out \$17.39. But my question to you is, if I don't need one of those, can I take it off? Like can I get rid of one of them if I don't need it?

Speaker speaker_0: Okay. So in that case... In that case, I will have to look up, um, your file and see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... if the company you work for doesn't have any restriction for you for cancel.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. May I have the last four digits of your Social?

Speaker speaker_1: 2378.

Speaker speaker_0: And the name of the company?

Speaker speaker_1: Uh, I'm with MAU Workforce Solutions.

Speaker speaker_0: All right. And your first and last name?

Speaker speaker_1: Lakeisha Black.

Speaker speaker_0: Miss Black, for security reasons, just to make sure we are in the correct file, can you please provide your complete address and date of birth?

Speaker speaker_1: My address is 3584 Grant Avenue, Newberry, South Carolina, 29108 and the apartment number is 23A and my date of birth there is 01/22/1993.

Speaker speaker_0: Thank you for the information. We have, um, a phone number on file A437081105 and your email-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... is your first name, last name, 204@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. All right. So unfortunately because, uh, MAU is under section 125, maybe that's what it is that you see in there, um, you cannot cancel at this time. You have to wait for company open enrollment to be able to cancel-

Speaker speaker_1: Oh.

Speaker speaker_0: ... one o- e- either or of the benefits, the medical.

Speaker speaker_1: Okay, and that's like towards the end of the year, right?

Speaker speaker_0: Yes. I believe they did it last year around mid-December. I will... Let me double-check. Yes. They did it at en- m- at the end of December.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Anything else I can do for you-

Speaker speaker_1: No.

Speaker speaker_0: ... ma'am?

Speaker speaker_1: No, ma'am. That was it. Thank you.

Speaker speaker_0: Mm-hmm. Bye.