

Transcript: VICTORIA

Taylor-5869724454928384-4838296648728576

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. Yes. I'm calling in regards to the message I got from a... for MAU associates for open enrollment, the one that's about to expire 31st of January. Okay. Are you wanting to get enrolled? No, what I'm... I, I'm just kind of, uh, confused. Like, uh, we n- usually we do open enrollment every September 1st. I don't understand. What is this one all about? Can you explain? If you don't mind. Um, for MAU, I'm seeing the open enrollment is usually in December or January timeframe. The MAU, the one that, uh, uh, works with BMW? Yeah, this is just MAU in general. It's not job specific. It's f- it's for the actual staffing company. Oh, for the actual staffing company. Not the associates that work there. For those who work for MAU directly. Sorry, I'm kind of, like, un- I can't- Yeah, this is- Go ahead. Yeah, this is just for the temps. For the temps, yes, but we just had one September 1st. And since I've been here, it's always been September 1st, like, the... every time, so I don't, I don't understand. Have they changed it, or what? Well, a- again, on my end, I'm showing that MAU has always had i- open enrollment in December and January. So my question is, are you a temp employee or are you a direct hire of MAU? Yeah, I work for MAU, but for BMW. Okay, so that might be why it's different, because this is just for the temps. Who you call temp? Okay, not the... Oh, oh, oh, I think I, I fall on that temps too. I don't work for MAU, MAU, like, I'm under... we work for BMW, but under MAU. You understand what I'm saying? I understand what you're saying. I am- Yeah, but I don't know where I'm This is coming from voice mail. ... I'm classified. Yeah. Go ahead. Yeah. What I'm trying to explain is that this is just for the temporary employees of MAU. Yes. That should be us, right? Yeah, that should be us. But my question is this. Sorry, again, I know I'm repeating myself, but usually this occurs every September 1st, like, before September 1st. That's when we do the open enrollment, which we had a few months back. So I'm kind of curious about why this one just came up now again. Okay, but in I- in going back to what I said, this is for temporary agents, and it's always been in the months of December and January. So I think where the confusion is coming in is maybe you are a direct hire of MAU and not a temp. It may be different because of that. Mm-kay. But from my information- MAU is a staffing company, right? I'm sorry? MAU is a staffing company, right? MAU is a, uh, a staffing company that supplies workers for every other people, right? Yes. MAU is a temporary agency, a staffing company. Yes, sir. Yes. So, like, they supply those to BMW, so does that make us, uh, temp or does that make us permanent for MAU? I don't know whether that's classified on it. Honestly, I, I'm not sure either. I'm not aware of the different job assignments they offer. We j- we're just the benefits administrators. Yeah, what I'm saying is, if they s- if they, if they supply us with company, does it mean... are we under them directly, or are we still considered a temp because we don't work under MAU? You know, I get what you're saying. It's not, I, um- And

I'll, I'll give them a call tomorrow and see exactly why this whole thing... Yeah. Yes, I'll give them a call tomorrow. I would suggest speaking to MAU, or I would suggest speaking to your employer directly, because I'm not sure. I... we're just benefits administrators, and we work for multiple staffing agencies. Yes. So I don't know if because you work for BMW, if you're a direct hire of MAU or not. Oh, okay. Thank you. That's something you'll have to verify with your employer directly. Okay. Yeah, because we always do this with your staff every September, so I don't know why this one again. Okay, thank you. You're welcome.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hello. Yes. I'm calling in regards to the message I got from a... for MAU associates for open enrollment, the one that's about to expire 31st of January.

Speaker speaker_1: Okay. Are you wanting to get enrolled?

Speaker speaker_2: No, what I'm... I, I'm just kind of, uh, confused. Like, uh, we n- usually we do open enrollment every September 1st. I don't understand. What is this one all about? Can you explain? If you don't mind.

Speaker speaker_1: Um, for MAU, I'm seeing the open enrollment is usually in December or January timeframe.

Speaker speaker_2: The MAU, the one that, uh, uh, works with BMW?

Speaker speaker_1: Yeah, this is just MAU in general. It's not job specific. It's f- it's for the actual staffing company.

Speaker speaker_2: Oh, for the actual staffing company. Not the associates that work there. For those who work for MAU directly. Sorry, I'm kind of, like, un- I can't-

Speaker speaker_1: Yeah, this is-

Speaker speaker_2: Go ahead.

Speaker speaker_1: Yeah, this is just for the temps.

Speaker speaker_2: For the temps, yes, but we just had one September 1st. And since I've been here, it's always been September 1st, like, the... every time, so I don't, I don't understand. Have they changed it, or what?

Speaker speaker_1: Well, a- again, on my end, I'm showing that MAU has always had i- open enrollment in December and January. So my question is, are you a temp employee or are you a direct hire of MAU?

Speaker speaker_2: Yeah, I work for MAU, but for BMW.

Speaker speaker_1: Okay, so that might be why it's different, because this is just for the temps.

Speaker speaker_2: Who you call temp? Okay, not the... Oh, oh, oh, I think I, I fall on that temps too. I don't work for MAU, MAU, like, I'm under... we work for BMW, but under MAU. You understand what I'm saying?

Speaker speaker_1: I understand what you're saying. I am-

Speaker speaker_2: Yeah, but I don't know where I'm

Speaker speaker_3: This is coming from voice mail.

Speaker speaker_2: ... I'm classified. Yeah. Go ahead.

Speaker speaker_1: Yeah. What I'm trying to explain is that this is just for the temporary employees of MAU.

Speaker speaker_2: Yes. That should be us, right? Yeah, that should be us. But my question is this. Sorry, again, I know I'm repeating myself, but usually this occurs every September 1st, like, before September 1st. That's when we do the open enrollment, which we had a few months back. So I'm kind of curious about why this one just came up now again.

Speaker speaker_1: Okay, but in I- in going back to what I said, this is for temporary agents, and it's always been in the months of December and January. So I think where the confusion is coming in is maybe you are a direct hire of MAU and not a temp. It may be different because of that.

Speaker speaker_2: Mm-kay.

Speaker speaker_1: But from my information-

Speaker speaker_2: MAU is a staffing company, right?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: MAU is a staffing company, right? MAU is a, uh, a staffing company that supplies workers for every other people, right?

Speaker speaker_1: Yes. MAU is a temporary agency, a staffing company. Yes, sir.

Speaker speaker_2: Yes. So, like, they supply those to BMW, so does that make us, uh, temp or does that make us permanent for MAU? I don't know whether that's classified on it.

Speaker speaker_1: Honestly, I, I'm not sure either. I'm not aware of the different job assignments they offer. We j- we're just the benefits administrators.

Speaker speaker_2: Yeah, what I'm saying is, if they s- if they, if they supply us with company, does it mean... are we under them directly, or are we still considered a temp because we don't work under MAU? You know, I get what you're saying.

Speaker speaker_1: It's not, I, um-

Speaker speaker_2: And I'll, I'll give them a call tomorrow and see exactly why this whole thing...

Speaker speaker_1: Yeah.

Speaker speaker_2: Yes, I'll give them a call tomorrow.

Speaker speaker_1: I would suggest speaking to MAU, or I would suggest speaking to your employer directly, because I'm not sure. I... we're just benefits administrators, and we work for multiple staffing agencies.

Speaker speaker_2: Yes.

Speaker speaker_1: So I don't know if because you work for BMW, if you're a direct hire of MAU or not.

Speaker speaker_2: Oh, okay. Thank you.

Speaker speaker_1: That's something you'll have to verify with your employer directly.

Speaker speaker_2: Okay. Yeah, because we always do this with your staff every September, so I don't know why this one again. Okay, thank you.

Speaker speaker_1: You're welcome.