

## **Transcript: VICTORIA**

**Taylor-6307549314859008-5842839222140928**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits . This is Victoria. How can I help you? Uh, yes. Um, I, I, I'm, I'm try, I need to enroll and get some benefits, and I was callin'... They gave me your, your number to call. Okay. What's the name of the staffing agency you work through? Uh, M- MAU Workforce. And the last four of your Social? 0467. And your first and last name? Steven Patterson. Okay. Uh, do you mind verifying your address and date of birth? Uh, it's 7/28/1980 is my date of birth. My address is 357 Rosalie Drive. That's Piedmont, South Carolina 29673. Okay. Uh, phone number 864-367-75, 3127? Yes, ma'am. And then email is woodgrain198045@gmail.com? Yes, ma'am. Okay. Do you know what plans you're wanting to enroll into? Um, actually, I just wanted to get... All I really need is, is dental and, um, I wanna get dental, and I just wanted to know if this, if I guess it's, if it's you have to about short-term and long-term disability. Oh, so we don't offer long-term but we do offer short-term disability. Okay. Okay. So you're just wanting the dental and short-term disability? Uh, yes, ma'am. All right. Let's see. So the dental and short-term disability for employee only would come out to a total of \$7.53 a week. Oh, that's great. Every pay s-, every pay period? Yes, sir, every week. Okay, okay. Um, now I do wanna let you know that the dental is actually under, um, the IRS code of Section 125. Basically, that allows you to pay your share of the premium with pre-tax dollars. Because of that, the IRS does put stipulations on when you're able to change or cancel the plan once you're enrolled. Um, so, of course, MAU will have a open enrollment period every year, which is what they're currently in up until the 31st of this month. So you have until the 31st to change or cancel the plan. Um- Okay. ... outside of that, you would have to wait for the next company open enrollment period to change or cancel unless you experience a qualifying life event. Okay. Um, but from here, it will take about one to two weeks for the enrollment to be processed through your payroll. So you might not see that first deduction come out of your check until two weeks from now. When you do see that first deduction, coverage will start the following Monday. And then the ID card for your dental is made and sent to you within, excuse me, within seven to ten business days of the coverage being active. Okay. Uh, was there anything else you might need help with or have questions on? Uh, no, that's it. As, as long as that's done, that's all I really needed you to tell me. I appreciate it. Yes, sir. You have a wonderful day. All right. You too. Thanks. Thank you. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits . This is Victoria. How can I help you?

Speaker speaker\_2: Uh, yes. Um, I, I, I'm, I'm try, I need to enroll and get some benefits, and I was callin'... They gave me your, your number to call.

Speaker speaker\_1: Okay. What's the name of the staffing agency you work through?

Speaker speaker\_2: Uh, M- MAU Workforce.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 0467.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Steven Patterson.

Speaker speaker\_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, it's 7/28/1980 is my date of birth. My address is 357 Rosalie Drive. That's Piedmont, South Carolina 29673.

Speaker speaker\_1: Okay. Uh, phone number 864-367-75, 3127?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then email is woodgrain198045@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Do you know what plans you're wanting to enroll into?

Speaker speaker\_2: Um, actually, I just wanted to get... All I really need is, is dental and, um, I wanna get dental, and I just wanted to know if this, if I guess it's, if it's you have to about short-term and long-term disability.

Speaker speaker\_1: Oh, so we don't offer long-term but we do offer short-term disability.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. So you're just wanting the dental and short-term disability?

Speaker speaker\_2: Uh, yes, ma'am.

Speaker speaker\_1: All right. Let's see. So the dental and short-term disability for employee only would come out to a total of \$7.53 a week.

Speaker speaker\_2: Oh, that's great. Every pay s-, every pay period?

Speaker speaker\_1: Yes, sir, every week.

Speaker speaker\_2: Okay, okay.

Speaker speaker\_1: Um, now I do wanna let you know that the dental is actually under, um, the IRS code of Section 125. Basically, that allows you to pay your share of the premium with

pre-tax dollars. Because of that, the IRS does put stipulations on when you're able to change or cancel the plan once you're enrolled. Um, so, of course, MAU will have a open enrollment period every year, which is what they're currently in up until the 31st of this month. So you have until the 31st to change or cancel the plan. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... outside of that, you would have to wait for the next company open enrollment period to change or cancel unless you experience a qualifying life event.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, but from here, it will take about one to two weeks for the enrollment to be processed through your payroll. So you might not see that first deduction come out of your check until two weeks from now. When you do see that first deduction, coverage will start the following Monday. And then the ID card for your dental is made and sent to you within, excuse me, within seven to ten business days of the coverage being active.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Uh, was there anything else you might need help with or have questions on?

Speaker speaker\_2: Uh, no, that's it. As, as long as that's done, that's all I really needed you to tell me. I appreciate it.

Speaker speaker\_1: Yes, sir. You have a wonderful day.

Speaker speaker\_2: All right. You too. Thanks.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.