

## Transcript: Chris Sofield

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### Full Transcript

... this is Chris. How can I help you today? Yeah, I was just wondering if I could, uh, apply for benefits? What staffing company do you work with? Uh, P- I'm sorry, what's the name of the staffing company? Um, oh, it's, um... Business Partners, I think? Partner Business? Business Partners? Hey. What was the, uh, you know, how you had to go to that one spot? The, what was it, like, Partner Business? Oh, it's, uh, Partner's Personnel. Okay. All right, and then last four of your Social? Uh, 1327. And your first and last name? Alejandro Ariano. Thank you. Mr. Ariano, could you verify your address and your date of birth, please? Uh, 5960 West Oregon Avenue, Unit 155-01-22, uh, 05. And the rest of the address? I need the city, state and ZIP code too, sir. Uh, it's going to be 858... 85301, uh, Glendale, Arizona. Thank you. We have a phone number on file of 862-8672. Is that correct? Yeah. Okay. And did you have an idea of what kind of insurance you wanted to enroll into? Uh, just, like, dental, uh, like, the glasses one, and, uh, health. Okay. You have five options for medical. There is a preventative care only plan called Stay Healthy which covers things like physicals, vaccines and cancer screenings and nothing else. There are three plans, um, the VIP plans which cover doctor's visits, hospital visits, surgeries, emergency room and services like that, but do not cover preventative care so you would not get a physical or vaccine or anything like that. And then there's a plan that covers, uh, that covers both in one, uh, called the Stay Healthy Enhanced. All right. Do those also, like, include, like, the, uh, like, I- glasses and stuff? Those are the medical options, sir. Dental and vision are separate options and are add-ons. All right. Then, um, I'll just do the, the VIP one. VIP? Okay. You have three options for VIP. There are three levels of this: Standard, Plus and Prime, with Standard being the low level, Plus being the mid-tier and Prime being the high level. Uh, what are the differences? Uh, the higher level you select, the more coverage you get. All right. Uh, I'll take the... I'll just take the Standard. Standard? Okay. And this is all for just yourself? Yeah. All right. VIP Standard is \$17.66 per week. Dental is \$3.63 per week and vision is \$2.15 per week. This all totals out to \$23.44 per week coming out of your check. Do you authorize Partners to make these deductions? Uh, do you have the price for the, the most expensive one, for the VIP? VIP Prime is \$43.28 per week. And the middle one? VIP Plus is \$31.61 per week. I'll do the Prime. Okay. So VIP Prime at \$43.28, dental at \$3.63, and vision at \$2.15 is a total of \$49.06 per week. Do you authorize Partners to make these deductions? Yeah. All right. It'll take one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following us receiving that first deduction information is when policies become effective. ID cards will arrive about a week or two after that effective date. Please be advised that these plans are known as Section 125 plans. Section 125 is an IRS regulation. It allows Partners to make the d- the deductions for the plans pre-tax; however, because they allow this to happen, they do re- uh, require that if you

select any restricted plans, you are r- required to stay enrolled in these plans as long as you're a 10th Three partners. As such, you are only allowed to make changes during eligibility windows such as the first 30 days after your first paycheck or open enrollment. Outside of these windows, you are locked in unless you have a qualifying life event, something like getting married, having a child or getting an insurance plan with another insurance company. Any questions regarding that? Nah. All right. If that's everything, I'd like to go over for your enrollment and get you all set up. Was there anything else I could help you with? Nah, I didn't. Appreciate it. All right then. Well, thanks again for calling and have a wonderful day. You too. Bye. Bye now.

## Conversation Format

Speaker speaker\_0: ... this is Chris. How can I help you today?

Speaker speaker\_1: Yeah, I was just wondering if I could, uh, apply for benefits?

Speaker speaker\_0: What staffing company do you work with?

Speaker speaker\_1: Uh, P-

Speaker speaker\_0: I'm sorry, what's the name of the staffing company?

Speaker speaker\_1: Um, oh, it's, um... Business Partners, I think? Partner Business?

Speaker speaker\_0: Business Partners?

Speaker speaker\_1: Hey. What was the, uh, you know, how you had to go to that one spot? The, what was it, like, Partner Business? Oh, it's, uh, Partner's Personnel.

Speaker speaker\_0: Okay. All right, and then last four of your Social?

Speaker speaker\_1: Uh, 1327.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Alejandro Ariano.

Speaker speaker\_0: Thank you. Mr. Ariano, could you verify your address and your date of birth, please?

Speaker speaker\_1: Uh, 5960 West Oregon Avenue, Unit 155-01-22, uh, 05.

Speaker speaker\_0: And the rest of the address? I need the city, state and ZIP code too, sir.

Speaker speaker\_1: Uh, it's going to be 858... 85301, uh, Glendale, Arizona.

Speaker speaker\_0: Thank you. We have a phone number on file of 862-8672. Is that correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. And did you have an idea of what kind of insurance you wanted to enroll into?

Speaker speaker\_1: Uh, just, like, dental, uh, like, the glasses one, and, uh, health.

Speaker speaker\_0: Okay. You have five options for medical. There is a preventative care only plan called Stay Healthy which covers things like physicals, vaccines and cancer screenings and nothing else. There are three plans, um, the VIP plans which cover doctor's visits, hospital visits, surgeries, emergency room and services like that, but do not cover preventative care so you would not get a physical or vaccine or anything like that. And then there's a plan that covers, uh, that covers both in one, uh, called the Stay Healthy Enhanced.

Speaker speaker\_1: All right. Do those also, like, include, like, the, uh, like, I- glasses and stuff?

Speaker speaker\_0: Those are the medical options, sir. Dental and vision are separate options and are add-ons.

Speaker speaker\_1: All right. Then, um, I'll just do the, the VIP one.

Speaker speaker\_0: VIP? Okay. You have three options for VIP. There are three levels of this: Standard, Plus and Prime, with Standard being the low level, Plus being the mid-tier and Prime being the high level.

Speaker speaker\_1: Uh, what are the differences?

Speaker speaker\_0: Uh, the higher level you select, the more coverage you get.

Speaker speaker\_1: All right. Uh, I'll take the... I'll just take the Standard.

Speaker speaker\_0: Standard? Okay. And this is all for just yourself?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. VIP Standard is \$17.66 per week. Dental is \$3.63 per week and vision is \$2.15 per week. This all totals out to \$23.44 per week coming out of your check. Do you authorize Partners to make these deductions?

Speaker speaker\_1: Uh, do you have the price for the, the most expensive one, for the VIP?

Speaker speaker\_0: VIP Prime is \$43.28 per week.

Speaker speaker\_1: And the middle one?

Speaker speaker\_0: VIP Plus is \$31.61 per week.

Speaker speaker\_1: I'll do the Prime.

Speaker speaker\_0: Okay. So VIP Prime at \$43.28, dental at \$3.63, and vision at \$2.15 is a total of \$49.06 per week. Do you authorize Partners to make these deductions?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. It'll take one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following us receiving that first deduction information is when policies become effective. ID cards will arrive about a week or two after that effective date. Please be advised that these plans are known as Section 125 plans. Section 125 is an IRS regulation. It allows Partners to make the d- the deductions for the plans pre-tax; however, because they allow this to happen, they do re- uh, require that if you select any restricted plans, you are r- required to stay enrolled in these plans as long as you're a 10th Three partners. As such, you are only allowed to make changes during eligibility windows such as the first 30 days after your first paycheck or open enrollment. Outside of these windows, you are locked in unless you have a qualifying life event, something like getting married, having a child or getting an insurance plan with another insurance company. Any questions regarding that?

Speaker speaker\_1: Nah.

Speaker speaker\_0: All right. If that's everything, I'd like to go over for your enrollment and get you all set up. Was there anything else I could help you with?

Speaker speaker\_1: Nah, I didn't. Appreciate it.

Speaker speaker\_0: All right then. Well, thanks again for calling and have a wonderful day.

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: Bye now.