

## **Transcript: Chris Sofield**

**(deactivated)-5046328344133632-6166004897890304**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello, this is Chris with Benefits and a Card. I'm returning a voicemail that was left with us, uh, last night requesting benefits. Yeah, that is me. Hi, sir. Uh, what is your name? Julian. Julian. All right, Julian, uh, before we continue, this call is being recorded for quality assurance and training purposes. Um, Julian, uh, what, uh, do you work with a staffing company, sir? Yeah, an agency. Okay, what's the name of the agency? Partners Personnel. Okay. All right. And then let's go ahead and see if we can locate your file to, uh, help you out and get you enrolled. Um, what's your last name? Navarro. Thank you. And then the last four of your Social to locate the file? 4191. Thank you. All right, and then... Let's see here. And then finally, real quick for me, can you just verify your address and your date of birth? Yes. 15747 Villanueva, San Lorenzo and 2106. Okay, uh, San Lorenzo, what state and what zip code? California 94580. Thank you. And, okay, did you have any idea of what kind of insurance you wanted from Partners Personnel? Uh, it's my first job, so I'm not sure how that works or what I have to set up. Yeah, so for this, this is specifically for health insurance benefits. So medical- Mm-hmm. ... dental, vision, um, short-term disability, life insurance, critical illness, and accident coverage. Those are the benefits offered at least as far as a health insurance sense. Um, were you... Was, was any of that what you were looking to enroll into for your benefits? Yeah. Okay. Um, all right, let's see here. There are five different options for medical that all kind of do different things. There's one plan that's preventative only. It's going to be good for, like, your yearly wellness checks and physicals and things like that. Um, but if you're sick or you're injured, it's not going to really do anything for that, unfortunately. Then there's the, uh, VIP plan, Standard Plus and Prime, three levels of that. That'll be good for if you're, like, sick or injured, if you need to go to the doctor for anything like that for treatment. Um, however, that plan, um, none of those plans cover any of that yearly wellness stuff, so, like, those preventative s- visits are not covered by the VIP. And then finally, there's a plan called the Stay Healthy Enhanced that kind of does both. It'll do those yearly wellnesses as well as, like, if you're sick or injured, those kinds of treatment emergency visits, um, as far as medical goes. Uh, was there, like did you have an idea of which one out of those you wanted or if you, if you wanted medical in the first place? Mm-hmm. I was just wondering how it worked and what it was. Yeah. But is it okay if I get back to you? Yeah, um, we can, uh, you can do that. Oh, let's see here. Let me check to see what your deadline to enroll is going to be. Your deadline to make any, uh, decisions on enrollment is going to be... Technically it's December 25th. However, that is Christmas Day and we are closed Christmas Eve and Christmas Day. Mm-hmm. So your last day to call us is going to be Monday, December the 23rd. Okay. Um, and then, uh, confirm we have an email address on this file for you at julianalejandre, uh, alejandre794@gmail.com. Is that correct? Yes, that is me. Okay. I'm going to send you an information packet to that email address that

goes over the plans that Partners offers. It'll give you an idea of, uh, the plans available, um, what they'll cover, as well as how much, because we do deduct out of your paychecks every week to pay for the insurance premiums, uh, it'll give you those weekly costs. Okay? Okay. Thank you so much. No problem. Just give that a read through and then just give us a call back. Our operating hours are going to be in that, uh, in that email as well. Um, just give us a call back when you're ready to enroll. Any one of our reps will be able to help you out. Okay, thank you so much. You're welcome. Thanks for, uh, thanks for taking the time to speak with me. You have a wonderful day. You too. Bye-bye. Bye now.

## Conversation Format

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

Speaker speaker\_1: Hello, this is Chris with Benefits and a Card. I'm returning a voicemail that was left with us, uh, last night requesting benefits.

Speaker speaker\_2: Yeah, that is me.

Speaker speaker\_1: Hi, sir. Uh, what is your name?

Speaker speaker\_2: Julian.

Speaker speaker\_1: Julian. All right, Julian, uh, before we continue, this call is being recorded for quality assurance and training purposes. Um, Julian, uh, what, uh, do you work with a staffing company, sir?

Speaker speaker\_2: Yeah, an agency.

Speaker speaker\_1: Okay, what's the name of the agency?

Speaker speaker\_2: Partners Personnel.

Speaker speaker\_1: Okay. All right. And then let's go ahead and see if we can locate your file to, uh, help you out and get you enrolled. Um, what's your last name?

Speaker speaker\_2: Navarro.

Speaker speaker\_1: Thank you. And then the last four of your Social to locate the file?

Speaker speaker\_2: 4191.

Speaker speaker\_1: Thank you. All right, and then... Let's see here. And then finally, real quick for me, can you just verify your address and your date of birth?

Speaker speaker\_2: Yes. 15747 Villanueva, San Lorenzo and 2106.

Speaker speaker\_1: Okay, uh, San Lorenzo, what state and what zip code?

Speaker speaker\_2: California 94580.

Speaker speaker\_1: Thank you. And, okay, did you have any idea of what kind of insurance you wanted from Partners Personnel?

Speaker speaker\_2: Uh, it's my first job, so I'm not sure how that works or what I have to set up.

Speaker speaker\_1: Yeah, so for this, this is specifically for health insurance benefits. So medical-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... dental, vision, um, short-term disability, life insurance, critical illness, and accident coverage. Those are the benefits offered at least as far as a health insurance sense. Um, were you... Was, was any of that what you were looking to enroll into for your benefits?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, all right, let's see here. There are five different options for medical that all kind of do different things. There's one plan that's preventative only. It's going to be good for, like, your yearly wellness checks and physicals and things like that. Um, but if you're sick or you're injured, it's not going to really do anything for that, unfortunately. Then there's the, uh, VIP plan, Standard Plus and Prime, three levels of that. That'll be good for if you're, like, sick or injured, if you need to go to the doctor for anything like that for treatment. Um, however, that plan, um, none of those plans cover any of that yearly wellness stuff, so, like, those preventative s- visits are not covered by the VIP. And then finally, there's a plan called the Stay Healthy Enhanced that kind of does both. It'll do those yearly wellnesses as well as, like, if you're sick or injured, those kinds of treatment emergency visits, um, as far as medical goes. Uh, was there, like did you have an idea of which one out of those you wanted or if you, if you wanted medical in the first place?

Speaker speaker\_2: Mm-hmm. I was just wondering how it worked and what it was.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: But is it okay if I get back to you?

Speaker speaker\_1: Yeah, um, we can, uh, you can do that. Oh, let's see here. Let me check to see what your deadline to enroll is going to be. Your deadline to make any, uh, decisions on enrollment is going to be... Technically it's December 25th. However, that is Christmas Day and we are closed Christmas Eve and Christmas Day.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So your last day to call us is going to be Monday, December the 23rd.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, and then, uh, confirm we have an email address on this file for you at julianalejandre, uh, alejandre794@gmail.com. Is that correct?

Speaker speaker\_2: Yes, that is me.

Speaker speaker\_1: Okay. I'm going to send you an information packet to that email address that goes over the plans that Partners offers. It'll give you an idea of, uh, the plans available, um, what they'll cover, as well as how much, because we do deduct out of your paychecks every week to pay for the insurance premiums, uh, it'll give you those weekly costs. Okay?

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: No problem. Just give that a read through and then just give us a call back. Our operating hours are going to be in that, uh, in that email as well. Um, just give us a call back when you're ready to enroll. Any one of our reps will be able to help you out.

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_1: You're welcome. Thanks for, uh, thanks for taking the time to speak with me. You have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye now.