

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? How you doing, Stephanie? Uh, this is Mekin Harvey. Um, I was calling, uh, for the benefits enrollment. I believe I have 30 days before, um, you know, as of my first paycheck, so I wanted to get that taken care of. Okay. And which staffing agency are you working with? Um, Partners Personnel. And what are the last four of your social? 0341. Okay, thank you. For security purposes, could you please verify your address and your date of birth for me? 8560 Montvale Circle, Tampa, Florida, 33637. Okay, thank you. Oh, um, 636, number 63. 033. Okay. Is it an apartment? Yeah, it's apartment 636. Okay. And then I have 11... I'm sorry, 812... 813-802-3535 is your phone number? Yes, ma'am. Okay. And then harvey_23@yahoo.com is that up to date? Uh, yes. Okay, thank you. And then could you please... Ugh, I think you did verify. Can you verify your date of birth again for me? Uh, yes. 11/02/79. Okay, thank you. Did you know what you want to enroll already into, or did you want me to go over the plans? Yeah, I need you to go over 'em. I mean, is there any way I can look at 'em online and then call you back, or something like that? Uh, let me verify. Or do you want to take that 001 with me? Um, let me check real quick. I think they do have a... No, they actually don't. They don't- Okay. ... have a website. So I would have to go over- Okay. ... the plans with you. Um- All right. Could I- So just remind me, just go over 'em with me. Okay. And then I was gonna ask you- And, and what is it? Is this, um, the benefits... I'm sorry. But the, uh, the benefits, what is it? Health and med... I mean, medical and dental? Yes, that's... It's only healthcare benefits. Um, they do offer- Okay. ... dental, vision, term life, critical illness, group accident. So they offer different plans. Depending on how many y- you select, which ones they are, have a lot to do with how much the weekly deduction is from your paycheck for those selected plans, as well as depending if you add dependents. So it just really depends on how many you add, which ones they are. Gotcha. And a- another question. When would the next time be that I can enroll if I don't enroll, um, you know, So you can- ... within the 90 days or so. So you can only enroll within two periods. The first period is considered your personal open enrollment, and then the second period- Mm-hmm. ... would be considered within company open enrollment, which your last day of your personal open enrollment period, it would be January 22nd for you. And then if you miss that, if you... Let's say, let's say you forget to call before that date- Mm-hmm. ... and you call on the 23rd, they're gonna tell you that the next period- Okay. ... that you would be eligible to enroll, which would be within company open enrollment, which for Partners Personal is in the month of October. October. Okay. All right. Um, so then I'm thinking I'm, um, moving towards, uh, in a 401k and all that. Y'all don't have that? No, sir. No 401k? Mm-mm. That was the one I was looking for, is the 401k. But all right, I think I'm gonna just, uh, wait off and go into it the next time. Um- Oh, okay. That's- ... I enroll in this. That's fine. Um, if you-

But- ... do change your mind, I, I did either way went ahead and sent you the benefit guide of the plans that they offer. Oh, okay. You know. Oh. Just in case you do change your mind, but your last day to give us a call- Okay. ... would be January 22nd. January 22nd would be my last day? Yes, sir. Okay. All right. Mm-hmm. Thank you, ma'am. Mm-hmm. No, I appreciate you explaining that to me, and y'all have a good rest of the evening. Matter of fact, have a good, um, a good year. You, you did too. 2025. Thank you. All right. Have a nice day. All right. 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 in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: How you doing, Stephanie? Uh, this is Mekin Harvey. Um, I was calling, uh, for the benefits enrollment. I believe I have 30 days before, um, you know, as of my first paycheck, so I wanted to get that taken care of.

Speaker speaker_1: Okay. And which staffing agency are you working with?

Speaker speaker_2: Um, Partners Personnel.

Speaker speaker_1: And what are the last four of your social?

Speaker speaker_2: 0341.

Speaker speaker_1: Okay, thank you. For security purposes, could you please verify your address and your date of birth for me?

Speaker speaker_2: 8560 Montvale Circle, Tampa, Florida, 33637.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Oh, um, 636, number 63. 033.

Speaker speaker_1: Okay. Is it an apartment?

Speaker speaker_2: Yeah, it's apartment 636.

Speaker speaker_1: Okay. And then I have 11... I'm sorry, 812... 813-802-3535 is your phone number?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And then harvey_23@yahoo.com is that up to date?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay, thank you. And then could you please... Ugh, I think you did verify. Can you verify your date of birth again for me?

Speaker speaker_2: Uh, yes. 11/02/79.

Speaker speaker_1: Okay, thank you. Did you know what you want to enroll already into, or did you want me to go over the plans?

Speaker speaker_2: Yeah, I need you to go over 'em. I mean, is there any way I can look at 'em online and then call you back, or something like that?

Speaker speaker_1: Uh, let me verify.

Speaker speaker_2: Or do you want to take that 001 with me?

Speaker speaker_1: Um, let me check real quick. I think they do have a... No, they actually don't. They don't-

Speaker speaker_2: Okay.

Speaker speaker_1: ... have a website. So I would have to go over-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the plans with you. Um-

Speaker speaker_2: All right.

Speaker speaker_1: Could I-

Speaker speaker_2: So just remind me, just go over 'em with me.

Speaker speaker_1: Okay. And then I was gonna ask you-

Speaker speaker_2: And, and what is it? Is this, um, the benefits... I'm sorry. But the, uh, the benefits, what is it? Health and med... I mean, medical and dental?

Speaker speaker_1: Yes, that's... It's only healthcare benefits. Um, they do offer-

Speaker speaker_2: Okay.

Speaker speaker_1: ... dental, vision, term life, critical illness, group accident. So they offer different plans. Depending on how many y- you select, which ones they are, have a lot to do with how much the weekly deduction is from your paycheck for those selected plans, as well as depending if you add dependents. So it just really depends on how many you add, which ones they are.

Speaker speaker_2: Gotcha. And a- another question. When would the next time be that I can enroll if I don't enroll, um, you know,

Speaker speaker_1: So you can-

Speaker speaker_2: ... within the 90 days or so.

Speaker speaker_1: So you can only enroll within two periods. The first period is considered your personal open enrollment, and then the second period-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... would be considered within company open enrollment, which your last day of your personal open enrollment period, it would be January 22nd for you. And then if you miss that, if you... Let's say, let's say you forget to call before that date-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and you call on the 23rd, they're gonna tell you that the next period-

Speaker speaker_2: Okay.

Speaker speaker_1: ... that you would be eligible to enroll, which would be within company open enrollment, which for Partners Personal is in the month of October.

Speaker speaker_2: October. Okay. All right. Um, so then I'm thinking I'm, um, moving towards, uh, in a 401k and all that. Y'all don't have that?

Speaker speaker_1: No, sir.

Speaker speaker_2: No 401k?

Speaker speaker_1: Mm-mm.

Speaker speaker_2: That was the one I was looking for, is the 401k. But all right, I think I'm gonna just, uh, wait off and go into it the next time. Um-

Speaker speaker_1: Oh, okay. That's-

Speaker speaker_2: ... I enroll in this.

Speaker speaker_1: That's fine. Um, if you-

Speaker speaker_2: But-

Speaker speaker_1: ... do change your mind, I, I did either way went ahead and sent you the benefit guide of the plans that they offer.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: You know.

Speaker speaker_2: Oh.

Speaker speaker_1: Just in case you do change your mind, but your last day to give us a call-

Speaker speaker_2: Okay.

Speaker speaker_1: ... would be January 22nd.

Speaker speaker_2: January 22nd would be my last day?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Thank you, ma'am.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: No, I appreciate you explaining that to me, and y'all have a good rest of the evening. Matter of fact, have a good, um, a good year.

Speaker speaker_1: You, you did too.

Speaker speaker_2: 2025.

Speaker speaker_1: Thank you.

Speaker speaker_2: All right.

Speaker speaker_1: Have a nice day.

Speaker speaker_2: All right. Bye-bye.