

## **Transcript: Francesca**

**Baez-5027943167868928-6365017892503552**

### **Full Transcript**

One, four- Your call may be monitored or recorded for quality assurance purposes. ... four, six, four, seven, one, six, one is not available. Good afternoon, Mr. Nexter. My name is Francesca with Benefits in a Card, calling on behalf of Partners Personnel in regards to the issue of your benefits! So the front office was actually waiting to get a response back from Partners Personnel. Um, they have advised us that due to the fact that they are currently on the process of moving to a different payroll system... there isn't a way to pinpoint exactly what was the issue on their end to process the payment and send it over. However, the issue itself has already been corrected. You are going to show active for this week, from this Monday, the 3rd, all the way to the Sunday, the 9th of February 20, 25th. As of right now, your carrier should be pro- creating your benefit cards. Excuse me. Um, now, it's only gonna be one benefit card that you'll be receiving, which will be for that medical preventative plan you're enrolled into. The primary virtual plan doesn't per se have a benefit card. It will be more of an email being sent to you for registration. In the event that you have any further questions or concerns, feel free to give us a call back at 800-497-4856. It was my pleasure to assist you and once again, thank you for your patience in allowing us to resolve your issue. Have a great day.

### **Conversation Format**

Speaker speaker\_0: One, four-

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: ... four, six, four, seven, one, six, one is not available.

Speaker speaker\_2: Good afternoon, Mr. Nexter. My name is Francesca with Benefits in a Card, calling on behalf of Partners Personnel in regards to the issue of your benefits! So the front office was actually waiting to get a response back from Partners Personnel. Um, they have advised us that due to the fact that they are currently on the process of moving to a different payroll system... there isn't a way to pinpoint exactly what was the issue on their end to process the payment and send it over. However, the issue itself has already been corrected. You are going to show active for this week, from this Monday, the 3rd, all the way to the Sunday, the 9th of February 20, 25th. As of right now, your carrier should be pro-creating your benefit cards. Excuse me. Um, now, it's only gonna be one benefit card that you'll be receiving, which will be for that medical preventative plan you're enrolled into. The primary virtual plan doesn't per se have a benefit card. It will be more of an email being sent to

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