

Transcript: Francesca

Baez-6249853260611584-4682833494753280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yeah. Thank you for calling Benefits without Promise. This is Francesca, how can I assist you today? Oh, yes, hello. I was calling to... for the benefits that I can get. Okay. What staffing company do you work with? So I'm, I'm a former Partners personnel. And what are the last four of the social? The last four? Yes, sir. 0216. And your last name? Ruiz. Please verify your mailing address and date of birth to make sure I have the right account in front of me. This is 175 West Valencia Road. Okay, sir. I'm still missing your date of birth and city and state. 11-23-1991 in, uh, Tucson, Arizona. There is 274 in your address. Is that a unit or apartment number? Yeah, my apartment number 274. I have the best number to contact you down as 520-850-6826. Yes, uh-huh. And I have your email down as jonathangarcia@gmail.com. Yes. And lastly, did you know which plans you wanted to be enrolled into? Well, no. I don't... I don't know about the, um, what plans are there? Okay, so these are OPP Limited Plans. They offer medical, Free Rx membership for the medications, primary virtual care, the dental and vision plan, short-term disability, term life, which is basically a life insurance plan, critical illness group accident, behavioral health, which is virtual therapy only, and ID expert, which is an identity theft protection plan. So the way that their benefit works is the following, they're all separate plans. Depending on how many plans as well as if you're going to put a dependent will amount how much will be deducted out of your paycheck each week. Okay, no. I can see. Um, well, I- I... You know what? Wha- why I wasn't sure and especially because, um, um, for the deduction to take out. So I- I think I'll, uh, I think I'll just, uh, I think I'll just be up here right like that. Okay, so you don't want to enroll into anything at this moment? No, not at the moment. I just wanted to see what, what, what benefits were there right now. But at the moment, not right, not right now. Understood. Your personal enrollment period will be ending on December 24th. Okay? December 24th. Okay. Yeah. Okay, thank you. No problem. My pleasure. Hope you have a wonderful rest of your day. Yes, you too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Yeah.

Speaker speaker_2: Thank you for calling Benefits without Promise. This is Francesca, how can I assist you today?

Speaker speaker_1: Oh, yes, hello. I was calling to... for the benefits that I can get.

Speaker speaker_2: Okay. What staffing company do you work with?

Speaker speaker_1: So I'm, I'm a former Partners personnel.

Speaker speaker_2: And what are the last four of the social?

Speaker speaker_1: The last four?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: 0216.

Speaker speaker_2: And your last name?

Speaker speaker_1: Ruiz.

Speaker speaker_2: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker_1: This is 175 West Valencia Road.

Speaker speaker_2: Okay, sir. I'm still missing your date of birth and city and state.

Speaker speaker_1: 11-23-1991 in, uh, Tucson, Arizona.

Speaker speaker_2: There is 274 in your address. Is that a unit or apartment number?

Speaker speaker_1: Yeah, my apartment number 274.

Speaker speaker_2: I have the best number to contact you down as 520-850-6826.

Speaker speaker_1: Yes, uh-huh.

Speaker speaker_2: And I have your email down as jonathangarcia@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_2: And lastly, did you know which plans you wanted to be enrolled into?

Speaker speaker_1: Well, no. I don't... I don't know about the, um, what plans are there?

Speaker speaker_2: Okay, so these are OPP Limited Plans. They offer medical, Free Rx membership for the medications, primary virtual care, the dental and vision plan, short-term disability, term life, which is basically a life insurance plan, critical illness group accident, behavioral health, which is virtual therapy only, and ID expert, which is an identity theft protection plan. So the way that their benefit works is the following, they're all separate plans. Depending on how many plans as well as if you're going to put a dependent will amount how much will be deducted out of your paycheck each week.

Speaker speaker_1: Okay, no. I can see. Um, well, I- I... You know what? Wha- why I wasn't sure and especially because, um, um, for the deduction to take out. So I- I think I'll, uh, I think I'll just, uh, I think I'll just be up here right like that.

Speaker speaker_2: Okay, so you don't want to enroll into anything at this moment?

Speaker speaker_1: No, not at the moment. I just wanted to see what, what, what benefits were there right now. But at the moment, not right, not right now.

Speaker speaker_2: Understood. Your personal enrollment period will be ending on December 24th. Okay?

Speaker speaker_1: December 24th. Okay. Yeah. Okay, thank you.

Speaker speaker_2: No problem. My pleasure. Hope you have a wonderful rest of your day.

Speaker speaker_1: Yes, you too. Thank you. Bye-bye.