

## **Transcript: Francesca**

**Baez-6386595548315648-5948950032629760**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Car, my name is Francesca. How can I assist you today? Yes, hello. Uh, my name is Manuel. I receive... Uh, I, I mean, I work at Personal Personnel. Um, I receive an SMS says like, um, 30 days. Hold on. Like, you have 30 days from your first paycheck to enroll in benefits called..... Yeah, so they're advising you your personal enrollment period is 30 days after your first paycheck. You have that time to enroll into the medical benefits they offer. Oh, um, I don't have... I mean, I don't want, um, any Medicaid or insurance because I have my own insurance. I'm good. Okay, then you can simply ignore the benefits, um, and the plan, sorry. As well as the taxes. They don't do any auto enrollment. With Partners Personal, the only time you'll have medical insurance is if you specifically request to be enrolled. Oh. Um, for me, I was thinking is a paycheck, like, the way I can be seeing my paycheck because I only get paid but I don't see my check, like how many hours, how many rates per hour. Like, I, I don't see, I don't see any check. I don't know how they pay me. I just find money on the side. I don't... If they pay me how much or, I mean, you know, when they see your check, you know how much they took for tax and then, you know what I mean? You'll have to speak with them personally, sir. We only administer the health insurance they offer. Oh, no, no, no. Thank you, ma'am. I appreciate it. No problem. I hope you have a wonderful rest of your day and thank you for your time today. 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 the Car, my name is Francesca. How can I assist you today?

Speaker speaker\_2: Yes, hello. Uh, my name is Manuel. I receive... Uh, I, I mean, I work at Personal Personnel. Um, I receive an SMS says like, um, 30 days. Hold on. Like, you have 30 days from your first paycheck to enroll in benefits called.....

Speaker speaker\_1: Yeah, so they're advising you your personal enrollment period is 30 days after your first paycheck. You have that time to enroll into the medical benefits they offer.

Speaker speaker\_2: Oh, um, I don't have... I mean, I don't want, um, any Medicaid or insurance because I have my own insurance. I'm good.

Speaker speaker\_1: Okay, then you can simply ignore the benefits, um, and the plan, sorry. As well as the taxes. They don't do any auto enrollment. With Partners Personal, the only time you'll have medical insurance is if you specifically request to be enrolled.

Speaker speaker\_2: Oh. Um, for me, I was thinking is a paycheck, like, the way I can be seeing my paycheck because I only get paid but I don't see my check, like how many hours, how many rates per hour. Like, I, I don't see, I don't see any check. I don't know how they pay me. I just find money on the side. I don't... If they pay me how much or, I mean, you know, when they see your check, you know how much they took for tax and then, you know what I mean?

Speaker speaker\_1: You'll have to speak with them personally, sir. We only administer the health insurance they offer.

Speaker speaker\_2: Oh, no, no, no. Thank you, ma'am. I appreciate it.

Speaker speaker\_1: No problem. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker\_2: Bye.