

## Transcript: Justin

**Mills-4757756539781120-5459751294681088**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes. Uh, I was, I was just calling to see how I could, uh, have benefits on a card. Uh, so us at Benefits and a Card, we're the benefit administrators for staffing agencies, so were you wanting to get enrolled into benefits offered through a staffing agency? Yeah, um, uh, that's, that's the reason why I'm calling is 'cause I'm working for, uh, right now through a staffing agency, and they send me a message that I have like 30 days from my first check to like, to enroll if I wanted to. Okay. What's the name of that staffing agency? Uh, Par- uh, Par- uh, give me a minute real quick. Uh, it's, uh, Partners Personnel. Partners Personnel. And the last four of your social? Seven, zero, seven, two. And what was your first and last name? Alberto Pacheco. And for security purposes, can you verify the home address, including city, state and zip code? Uh, 2374 South Sierra Vista Avenue, Fresno, California 93725. Uh, and then it's, uh, in California, in the United States. Uh, looks like I have a different address on file. You have a different address? Correct. So, it's not the one I sent right now, the 2374 South Sierra- Correct. What is the address you gave Partners Personnel when you signed up with them? Uh... Is it, uh, 61 East Gary Street? No, sir. Confirm your date of birth, or not date of birth, but your social for me. Jesus Christ. The full, full? Correct. Correct, yes, sir. 626-067-072. Okay, so the address we had on file was 1117 East Bird Avenue in Fresno. Oh, no. That's not... I didn't put that address. I don't know where it... Uh, that's my old, old address. So, I'm, I put actually a... That, that address, I haven't lived there like in over like four or five years. Okay. What's the new address? I can go ahead and update it for you. Yeah. 23, uh, 74 South Sierra Vista Avenue, uh, Fresno, California, uh, 93725. And then your date of birth. 07/07/'98. And a good telephone number has 559-728-8746? Yes. And the email has your last name, brave66@gmail? Yes. Okay. Um, now were you given a benefit guide through Partners Personnel or no? Uh, was I given a guide? Like a benefit guide through Partners or no? Hm. What do you mean by a guide? Like a... Like a benefit guide that explains what's offered- Oh, no. No, I wasn't. No. ... through Partners Personnel? No. No, I wa- no, I wasn't. Okay, so I'll go ahead and email you one, uh, just so you have it and then give you a brief rundown of what's offered. So, just bear with me one second, okay? Okay. Hello. Are you still there? Yes. Awesome. Thank you so much for waiting. I'm gonna go ahead and email you a copy of the benefit guide. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com. Yeah. However, if you don't see it in the inbox, be sure to check the spam or check the junk folder, okay? Okay. Okay. Um, so let's see. So Partners, they offer five different medical plans. One of the medical plans is the Stay Healthy NEC teleRx. Now, that one just covers preventative healthcare services only. Okay. Physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Okay.

\$16.80 per week. Three other medical plans, the VIP plans, those actually cover hospitals, doctors, and medications. Okay. The only thing that's 10% and up prime is how much the carrier, insurance carrier, pays to cover things. Um, but those range from \$17.66 to \$23.28. However, the last medical plan is the NEC Enhanced, which is a combination of preventative plus hospital, doctor and medication coverage, and that's \$43.76 a week. Oh, okay. Oh- And then they offer things like short-term disability, their dental, vision, term life, which is life insurance, critical illness- Yeah. ... group accident and that's pretty much it. Yeah. Okay. Um, could I have some time to think about it and, uh, give you guys a call back? Yes. I do wanna let you know, you have 30 days from your first paycheck- Okay. ... to be enrolled into benefits, because that's considered your personal open enrollment period, okay? All right. Thank you. Thank you very much. You have a good one. You do the same, okay? All right. Bye. Thank you.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, yes. Uh, I was, I was just calling to see how I could, uh, have benefits on a card.

Speaker speaker\_1: Uh, so us at Benefits and a Card, we're the benefit administrators for staffing agencies, so were you wanting to get enrolled into benefits offered through a staffing agency?

Speaker speaker\_2: Yeah, um, uh, that's, that's the reason why I'm calling is 'cause I'm working for, uh, right now through a staffing agency, and they send me a message that I have like 30 days from my first check to like, to enroll if I wanted to.

Speaker speaker\_1: Okay. What's the name of that staffing agency?

Speaker speaker\_2: Uh, Par- uh, Par- uh, give me a minute real quick. Uh, it's, uh, Partners Personnel. Partners Personnel.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: Seven, zero, seven, two.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Alberto Pacheco.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code?

Speaker speaker\_2: Uh, 2374 South Sierra Vista Avenue, Fresno, California 93725. Uh, and then it's, uh, in California, in the United States.

Speaker speaker\_1: Uh, looks like I have a different address on file.

Speaker speaker\_2: You have a different address?

Speaker speaker\_1: Correct.

Speaker speaker\_2: So, it's not the one I sent right now, the 2374 South Sierra-

Speaker speaker\_1: Correct. What is the address you gave Partners Personnel when you signed up with them?

Speaker speaker\_2: Uh... Is it, uh, 61 East Gary Street?

Speaker speaker\_1: No, sir. Confirm your date of birth, or not date of birth, but your social for me. Jesus Christ.

Speaker speaker\_2: The full, full?

Speaker speaker\_1: Correct. Correct, yes, sir.

Speaker speaker\_2: 626-067-072.

Speaker speaker\_1: Okay, so the address we had on file was 1117 East Bird Avenue in Fresno.

Speaker speaker\_2: Oh, no. That's not... I didn't put that address. I don't know where it... Uh, that's my old, old address. So, I'm, I put actually a... That, that address, I haven't lived there like in over like four or five years.

Speaker speaker\_1: Okay. What's the new address? I can go ahead and update it for you.

Speaker speaker\_2: Yeah. 23, uh, 74 South Sierra Vista Avenue, uh, Fresno, California, uh, 93725.

Speaker speaker\_1: And then your date of birth.

Speaker speaker\_2: 07/07/'98.

Speaker speaker\_1: And a good telephone number has 559-728-8746?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email has your last name, brave66@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, now were you given a benefit guide through Partners Personnel or no?

Speaker speaker\_2: Uh, was I given a guide?

Speaker speaker\_1: Like a benefit guide through Partners or no?

Speaker speaker\_2: Hm. What do you mean by a guide? Like a...

Speaker speaker\_1: Like a benefit guide that explains what's offered-

Speaker speaker\_2: Oh, no. No, I wasn't. No.

Speaker speaker\_1: ... through Partners Personnel?

Speaker speaker\_2: No. No, I wa- no, I wasn't.

Speaker speaker\_1: Okay, so I'll go ahead and email you one, uh, just so you have it and then give you a brief rundown of what's offered. So, just bear with me one second, okay? Okay. Hello. Are you still there?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Awesome. Thank you so much for waiting. I'm gonna go ahead and email you a copy of the benefit guide. Email that you should be looking out for is coming from info, that's I-N-F-O, @benefitsandacard.com.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: However, if you don't see it in the inbox, be sure to check the spam or check the junk folder, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, so let's see. So Partners, they offer five different medical plans. One of the medical plans is the Stay Healthy NEC teleRx. Now, that one just covers preventative healthcare services only.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_2: Okay.

Speaker speaker\_1: \$16.80 per week. Three other medical plans, the VIP plans, those actually cover hospitals, doctors, and medications.

Speaker speaker\_2: Okay.

Speaker speaker\_1: The only thing that's 10% and up prime is how much the carrier, insurance carrier, pays to cover things. Um, but those range from \$17.66 to \$23.28. However, the last medical plan is the NEC Enhanced, which is a combination of preventative plus hospital, doctor and medication coverage, and that's \$43.76 a week.

Speaker speaker\_2: Oh, okay. Oh-

Speaker speaker\_1: And then they offer things like short-term disability, their dental, vision, term life, which is life insurance, critical illness-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... group accident and that's pretty much it.

Speaker speaker\_2: Yeah. Okay. Um, could I have some time to think about it and, uh, give you guys a call back?

Speaker speaker\_1: Yes. I do wanna let you know, you have 30 days from your first paycheck-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to be enrolled into benefits, because that's considered your personal open enrollment period, okay?

Speaker speaker\_2: All right. Thank you. Thank you very much. You have a good one.

Speaker speaker\_1: You do the same, okay?

Speaker speaker\_2: All right. Bye.

Speaker speaker\_1: Thank you.