

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. This is Linda Gordon and I understand that I'm supposed to call to de- decline, um, my insurance if I don't want it. Yeah. Yeah. Yeah, so you wanted to opt out- Do you want me to- ... of the benefits? Right, right. Tell me what you need. Well, I didn't think part-time people got benefits anyway, so that's why. I don't know. Yeah. What is that staffing agency you work for? Uh, TempStaff. And the last four of your social? It's 4066. And what was your first and last name? It's Linda Gordon, G-O-R-D-O-N. And for security purposes, can you verify your home address, including city, state and ZIP code, Linda? I'll be glad to. It's 771 Bethel Road, Brandon, Mississippi 39042. And confirm your date of birth? 7/10/50. I think that's the only phone number I have is 601-622-6390. That's it? And the email I have lindagordon1987@gmail.com. Uh, yeah, that's good. That's... I've got several, but that's good. That's okay. Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today? Uh, no, I just had a question on that. Um, so part-time people are eligible for insurance nowadays? I didn't think that was such a thing. Yes. Um, yes. So as long as you're working through the temp agency, you are automatically qualified for benefits. However, regarding short-term disability, you have to work at least 20 hours per week to be eligible for that. I do know that. Yeah. Yeah, yeah. No, I'm old enough. I- I'm already on social security, so it's like... anyway, but yeah. That... No, I'm fine. They, um... So I don't need to do anything else, just now that I've declined from... So we're not automatically enrolled or anything? I mean, I guess I'm just curious as to why we have to, have to call to decline if we don't take it. Yeah. It's just, um... I don't... I honestly do not know. Um, just something- ... that TempStaff tells all of their employees to do. To make sure that they, they, they know that they're eligible for it whether they decline it or not, huh, I guess- Correct. ... is probably what it is. Yeah. Yeah. Okay. All right. Well, I thank you. You have a good day. You do the same, okay, Linda? Uh-huh. Bye-bye. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey. This is Linda Gordon and I understand that I'm supposed to call to de- decline, um, my insurance if I don't want it.

Speaker speaker_0: Yeah.

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah, so you wanted to opt out-

Speaker speaker_1: Do you want me to-

Speaker speaker_0: ... of the benefits?

Speaker speaker_1: Right, right. Tell me what you need. Well, I didn't think part-time people got benefits anyway, so that's why. I don't know.

Speaker speaker_0: Yeah. What is that staffing agency you work for?

Speaker speaker_1: Uh, TempStaff.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It's 4066.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: It's Linda Gordon, G-O-R-D-O-N.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and ZIP code, Linda?

Speaker speaker_1: I'll be glad to. It's 771 Bethel Road, Brandon, Mississippi 39042.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 7/10/50.

Speaker speaker_0: I think that's the only phone number I have is 601-622-6390.

Speaker speaker_1: That's it?

Speaker speaker_0: And the email I have lindagordon1987@gmail.com.

Speaker speaker_1: Uh, yeah, that's good. That's... I've got several, but that's good. That's okay.

Speaker speaker_0: Okay, so I'll go ahead and opt you out. Is there anything else I could assist you with today?

Speaker speaker_1: Uh, no, I just had a question on that. Um, so part-time people are eligible for insurance nowadays? I didn't think that was such a thing.

Speaker speaker_0: Yes. Um, yes. So as long as you're working through the temp agency, you are automatically qualified for benefits. However, regarding short-term disability, you have to work at least 20 hours per week to be eligible for that. I do know that.

Speaker speaker_1: Yeah. Yeah, yeah. No, I'm old enough. I- I'm already on social security, so it's like... anyway, but yeah. That... No, I'm fine. They, um... So I don't need to do anything else, just now that I've declined from... So we're not automatically enrolled or anything? I

mean, I guess I'm just curious as to why we have to, have to call to decline if we don't take it.

Speaker speaker_0: Yeah. It's just, um... I don't... I honestly do not know. Um, just something... that TempStaff tells all of their employees to do.

Speaker speaker_1: To make sure that they, they, they know that they're eligible for it whether they decline it or not, huh, I guess-

Speaker speaker_0: Correct.

Speaker speaker_1: ... is probably what it is. Yeah. Yeah. Okay. All right. Well, I thank you. You have a good day.

Speaker speaker_0: You do the same, okay, Linda?

Speaker speaker_1: Uh-huh. Bye-bye.

Speaker speaker_0: All right.