

## **Transcript: Justin**

**Mills-5312777477472256-4646680596103168**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In a Card. This is Justin. How can I help you today? Hi, um, I got a text from my company saying that I have within 30 days of my first paycheck to enroll in benefits, and I was just calling to do that. Okay, so you're wanting to be enrolled in the benefits? Yes. Okay, what's the staffing agency you work for? Partners Personnel. And the last four of your Social? Give me one second. Let me find that. Um... Mm, let me see. 1522. And what was your first and last name? Alano Olmedo. And for security purposes, can you verify your home address, including city, state and zip code? 1638 West 207 Street, Apartment 5, um, 90501 Torrance, California. And your date of birth? 12/10/2006. And a good telephone number has 310-846-7556? Mm-hmm. And do you have a good email? alanoolmedo@icloud.com. Wow. Okay. Okay, now did you have an idea of what you wanted to be enrolled into through Partners or no? Um, I'm not even sure what's offered. I was just enrolling because I had the option to. Okay, um, so I do know that they offer- the- ... medical, dental, vision insurance. Um, Partners, they do offer five different medical plans. One of them just covers preventative healthcare services- Mm-hmm. ... at \$16.80. Three of them, the VIP plans, cover hospitals, doctors and medications. Those range from \$17.66 to \$43.28. And then the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 a week. However, they do offer other things like FreeRx, which gives out free or discounted prescription coverage, dental- Is it- ... short term disability. ... dollars a week? Yes, these are weekly deductions. All three of these are weekly? I mean, all of these options are weekly? Correct, these are weekly deductions for benefits, yes, ma'am. Okay. Okay, um, how long... Do, do you know how long I have to enroll still? Um, so we received your hire date as December 23rd of 2024. Um, there are 31 days in December, so your cutoff date would be... Let me check that real quick. January 22nd. Okay, I'll call back before then, just to, like, give me time to think about it. Okay, is there anything else I can- And because I'm also at work right now. My lunch break is about to end. Uh, what are your guys' hours? Um, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time. Uh, for Pacific Standard Time? Uh, Pacific, so yeah, we're three hours behind us, um, so 5:00 AM and 5:00 PM E- Pacific Standard Time. Okay, thank you. I'll call back, uh, once I decide. You're welcome. You have a great day, okay? You too, goodbye. Bye-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 a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, um, I got a text from my company saying that I have within 30 days of my first paycheck to enroll in benefits, and I was just calling to do that.

Speaker speaker\_1: Okay, so you're wanting to be enrolled in the benefits?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, what's the staffing agency you work for?

Speaker speaker\_2: Partners Personnel.

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

Speaker speaker\_2: Give me one second. Let me find that. Um... Mm, let me see. 1522.

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

Speaker speaker\_2: Alano Olmedo.

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

Speaker speaker\_2: 1638 West 207 Street, Apartment 5, um, 90501 Torrance, California.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 12/10/2006.

Speaker speaker\_1: And a good telephone number has 310-846-7556?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And do you have a good email?

Speaker speaker\_2: alanoolmedo@icloud.com.

Speaker speaker\_1: Wow. Okay. Okay, now did you have an idea of what you wanted to be enrolled into through Partners or no?

Speaker speaker\_2: Um, I'm not even sure what's offered. I was just enrolling because I had the option to.

Speaker speaker\_1: Okay, um, so I do know that they offer-

Speaker speaker\_2: the-

Speaker speaker\_1: ... medical, dental, vision insurance. Um, Partners, they do offer five different medical plans. One of them just covers preventative healthcare services-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... at \$16.80. Three of them, the VIP plans, cover hospitals, doctors and medications. Those range from \$17.66 to \$43.28. And then the last medical plan is the MEC Enhanced, which is a combination of both preventative plus hospital, doctor and medication coverage at \$43.76 a week. However, they do offer other things like FreeRx, which gives out free or discounted prescription coverage, dental-

Speaker speaker\_2: Is it-

Speaker speaker\_1: ... short term disability.

Speaker speaker\_2: ... dollars a week?

Speaker speaker\_1: Yes, these are weekly deductions.

Speaker speaker\_2: All three of these are weekly? I mean, all of these options are weekly?

Speaker speaker\_1: Correct, these are weekly deductions for benefits, yes, ma'am.

Speaker speaker\_2: Okay. Okay, um, how long... Do, do you know how long I have to enroll still?

Speaker speaker\_1: Um, so we received your hire date as December 23rd of 2024. Um, there are 31 days in December, so your cutoff date would be... Let me check that real quick. January 22nd.

Speaker speaker\_2: Okay, I'll call back before then, just to, like, give me time to think about it.

Speaker speaker\_1: Okay, is there anything else I can-

Speaker speaker\_2: And because I'm also at work right now. My lunch break is about to end. Uh, what are your guys' hours?

Speaker speaker\_1: Um, we're open Monday through Friday from 8:00 AM to 8:00 PM Eastern Standard Time.

Speaker speaker\_2: Uh, for Pacific Standard Time?

Speaker speaker\_1: Uh, Pacific, so yeah, we're three hours behind us, um, so 5:00 AM and 5:00 PM E- Pacific Standard Time.

Speaker speaker\_2: Okay, thank you. I'll call back, uh, once I decide.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too, goodbye.

Speaker speaker\_1: Bye-bye.