

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Oh, hi, Justin. This is Howard Lee. I'm calling on behalf of my, uh, wife, Kia. Um, she, she would like to, um, enroll in the, uh, uh, them benefit. Okay, is she nearby so I can speak with her? Oh, yeah, yeah. She's here too. Hello? Hey, what's the staffing agency you work for? Um... Uh, pardon me? Uh... Who's the staffing agency she works for? Oh. Oh. First Personal. She works for, uh, Partners Personal. Okay, so Partners Personal? Right. And what's the last four of her social? Uh, my social's, um- It's 4413. ... 9414 13. Okay, nine... let me see here. The first one. Okay, my social's, um, 293 and 90 and 1413. So, 1413 as the last four? Mm. Yeah, yeah. Okay. And your first and last name? Kia. Kia. Yes, first name. Last name. Okay, so Kia. And last name? Song. Song. Song. Song. Song. Okay. S-I-O-N-G. And for security purposes, can you verify your home address, including city, state and zip code, Kia? Okay, wait a minute, okay. I look at it because I don't know . Okay, my address, 613 and then Davis Road, D-A-V-I-S Road. Okay, and Jefferson in Georgia. My Z code, 30549. And your date of birth? Um, June 15th, '72. And a good telephone number to have is 706-352-1014. Yeah. And the email I have is your first and last name, 0615 at gmail? Oh, yeah. Okay. Um, now what did you want to be enrolled into? Um... Let me talk to my husband. VIP Plus. Okay. VIP Plus is better. more care for you. Okay, I'm going to let my husband show you, okay? You could just do it. Oh, V- Just get the... Okay. V- VIP. Plus. Plus. With and two? Vision, too. Okay, so the VIP Standard and Vision? Mm. Yeah. Okay. For you and your spouse, or just you only? Uh, two people, me and my husband. You and your spouse, okay. So, the VIP Standard and Vision for employee plus spouse. Anything else? Maybe that's it. Okay, so doing those two would make your total deductions \$37.85 per week. Do you authorize Partners Personnel to make the deduction for you? Mm-hmm. Mm-hmm. Okay, so let me go ahead and save that and add your spouse's information down. And what's your spouse's first name? Oh... My husband is Howard Lee. Okay. Uh, H-O-W-A-R-D and Lee, L-E-E. That's the last name? L-E-E, Lee. And his social? Um, okay, his social, okay. Okay, 36288 0969. And just to confirm, that was 36288- ... 0969? Yeah. Okay. And his date of birth? December 18th, '64. '64, okay. Mm-hmm. Save that. So, I do want to let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of these \$37.85 come off your paycheck, coverage begins the Monday we receive that deduction from Partners Personnel. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners Personnel is a Section 125 client. So, what Section 125 is, it's an IRS code, which means employees could pay their premiums with pre-tax dollars, but that also means you must stay in these elections until the next company open enrollment period, or if you experience a qualified life event. However, a qualified- Oh. ... life event would be considered marriage or divorce, birth or

adoption of a child, or gaining coverage elsewhere. But other than that, Kia, is there anything else I could assist you with today? Uh, yes. Okay, no. No, nothing. Mm-hmm. That's it. Okay. Well, thank you for calling Benefits and A Card, and I hope you have a wonderful day, okay? Mm-hmm. Okay. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Oh, hi, Justin. This is Howard Lee. I'm calling on behalf of my, uh, wife, Kia. Um, she, she would like to, um, enroll in the, uh, uh, them benefit.

Speaker speaker_0: Okay, is she nearby so I can speak with her?

Speaker speaker_1: Oh, yeah, yeah. She's here too.

Speaker speaker_2: Hello?

Speaker speaker_0: Hey, what's the staffing agency you work for?

Speaker speaker_2: Um...

Speaker speaker_1: Uh, pardon me? Uh...

Speaker speaker_0: Who's the staffing agency she works for?

Speaker speaker_1: Oh.

Speaker speaker_2: Oh.

Speaker speaker_1: First Personal. She works for, uh, Partners Personal.

Speaker speaker_0: Okay, so Partners Personal?

Speaker speaker_1: Right.

Speaker speaker_0: And what's the last four of her social?

Speaker speaker_2: Uh, my social's, um-

Speaker speaker_1: It's 4413.

Speaker speaker_2: ... 9414 13. Okay, nine... let me see here. The first one. Okay, my social's, um, 293 and 90 and 1413.

Speaker speaker_0: So, 1413 as the last four?

Speaker speaker_1: Mm.

Speaker speaker_2: Yeah, yeah.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Kia.

Speaker speaker_2: Kia.

Speaker speaker_1: Yes, first name. Last name.

Speaker speaker_0: Okay, so Kia. And last name?

Speaker speaker_2: Song.

Speaker speaker_1: Song.

Speaker speaker_2: Song.

Speaker speaker_1: Song.

Speaker speaker_0: Song. Okay.

Speaker speaker_2: S-I-O-N-G.

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

Speaker speaker_2: Okay, wait a minute, okay. I look at it because I don't know . Okay, my address, 613 and then Davis Road, D-A-V-I-S Road. Okay, and Jefferson in Georgia. My Z code, 30549.

Speaker speaker_0: And your date of birth?

Speaker speaker_2: Um, June 15th, '72.

Speaker speaker_0: And a good telephone number to have is 706-352-1014.

Speaker speaker_2: Yeah.

Speaker speaker_0: And the email I have is your first and last name, 0615 at gmail?

Speaker speaker_2: Oh, yeah.

Speaker speaker_0: Okay. Um, now what did you want to be enrolled into?

Speaker speaker_1: Um...

Speaker speaker_2: Let me talk to my husband.

Speaker speaker_1: VIP Plus.

Speaker speaker_2: Okay.

Speaker speaker_1: VIP Plus is better. more care for you.

Speaker speaker_2: Okay, I'm going to let my husband show you, okay?

Speaker speaker_1: You could just do it.

Speaker speaker_2: Oh, V-

Speaker speaker_1: Just get the...

Speaker speaker_2: Okay. V- VIP.

Speaker speaker_1: Plus.

Speaker speaker_2: Plus.

Speaker speaker_1: With and two?

Speaker speaker_2: Vision, too.

Speaker speaker_0: Okay, so the VIP Standard and Vision?

Speaker speaker_1: Mm.

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. For you and your spouse, or just you only?

Speaker speaker_2: Uh, two people, me and my husband.

Speaker speaker_0: You and your spouse, okay. So, the VIP Standard and Vision for employee plus spouse. Anything else?

Speaker speaker_2: Maybe that's it.

Speaker speaker_0: Okay, so doing those two would make your total deductions \$37.85 per week. Do you authorize Partners Personnel to make the deduction for you?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Okay, so let me go ahead and save that and add your spouse's information down. And what's your spouse's first name?

Speaker speaker_1: Oh...

Speaker speaker_2: My husband is Howard Lee.

Speaker speaker_0: Okay.

Speaker speaker_2: Uh, H-O-W-A-R-D and Lee, L-E-E.

Speaker speaker_0: That's the last name?

Speaker speaker_2: L-E-E, Lee.

Speaker speaker_0: And his social?

Speaker speaker_2: Um, okay, his social, okay. Okay, 36288 0969.

Speaker speaker_0: And just to confirm, that was 36288- ... 0969?

Speaker speaker_2: Yeah.

Speaker speaker_0: Okay. And his date of birth?

Speaker speaker_2: December 18th, '64.

Speaker speaker_0: '64, okay.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: Save that. So, I do want to let you know that this pending enrollment will take one to two weeks to go through. And then whenever you witness your first payroll deduction of these \$37.85 come off your paycheck, coverage begins the Monday we receive that deduction from Partners Personnel. Seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners Personnel is a Section 125 client. So, what Section 125 is, it's an IRS code, which means employees could pay their premiums with pre-tax dollars, but that also means you must stay in these elections until the next company open enrollment period, or if you experience a qualified life event. However, a qualified-

Speaker speaker_2: Oh.

Speaker speaker_0: ... life event would be considered marriage or divorce, birth or adoption of a child, or gaining coverage elsewhere. But other than that, Kia, is there anything else I could assist you with today?

Speaker speaker_2: Uh, yes. Okay, no. No, nothing. Mm-hmm. That's it.

Speaker speaker_0: Okay. Well, thank you for calling Benefits and A Card, and I hope you have a wonderful day, okay?

Speaker speaker_2: Mm-hmm. Okay. Bye.

Speaker speaker_0: Bye-bye.