

Transcript: Justin

Mills-5921049885589504-5513313674903552

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Um, yes. This is John Hughes. Uh, I'm calling, I'm a, uh, employee at Custom Good- uh, uh, Custom Goods through Partners Personnel, and I'm just trying to get my benefits started. You know, it's, I've been there for al- going on a year and a half, and I still haven't gotten my benefits. So, I'm just trying to get those started. Yeah, let me check on that. If I could- So, Partners Personnel, what's the last four of your Social? Uh, 7524. And for security purposes, can you verify your home address, including city, state and zip code, John? It's 3306 Gladwin Lane, uh, Laporte, Texas. Zip code 77571. And your date of birth? 07/27/1994. And a good telephone number. I have a 346-533-1328? Yes. And the email, have john.hughes339@gmail? Yes. Okay. Um, when did you start with Partners Personnel, if you don't mind me asking? Last August. Last August? Yes. Okay. Did you start a new assignment back in June this year? Oh, no, not last August, but August, you know, August of 2013. Sorry. Let's see. 'Cause the only reason why I ask that is because we have a hire date from 2023, and then June 10th of 2024. So, I'm just trying to confirm if you actually- Yeah. I start- I started it, I started in 2023. Okay. But it was... Yeah. I started in August, but they probably didn't put the date until, what, I guess, I'm not sure what their- Okay. Did you start a- Have you started a new assignment here lately, in the past couple weeks or months? No, I'm still at the same place. I'm still at the same place. Okay. The place is called Custom Goods. Yeah. Okay. Well, with that information, unfortunately, I wouldn't be able to enroll you right now, due to the fact that you're outside of your personal open enrollment period, which is 30 days from your first paycheck. Um, but if you really wanted to be enrolled right now, you would honestly have to wait until Partners Personnel's next open enrollment period or experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage to be enrolled in the benefits right now. Okay. So, you wouldn't know what date that would be? Partners would have to tell me what date I can enroll? Uh, let me see when their last open enrollment period was. PRP... So, Partners had their last open enrollment from October 14th to October 25th. So, I'd presume sometime around that time next year. Golly. Uh... Okay. All right. Thank you so much. You're welcome. You have a great day, all right? I'll just have to find... All right, thank you. Bye-bye. All right. 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 Cart. This is Justin. How can I help you today?

Speaker speaker_2: Um, yes. This is John Hughes. Uh, I'm calling, I'm a, uh, employee at Custom Good- uh, uh, Custom Goods through Partners Personnel, and I'm just trying to get my benefits started. You know, it's, I've been there for al- going on a year and a half, and I still haven't gotten my benefits. So, I'm just trying to get those started.

Speaker speaker_1: Yeah, let me check on that.

Speaker speaker_2: If I could-

Speaker speaker_1: So, Partners Personnel, what's the last four of your Social?

Speaker speaker_2: Uh, 7524.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, John?

Speaker speaker_2: It's 3306 Gladwin Lane, uh, Laporte, Texas. Zip code 77571.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 07/27/1994.

Speaker speaker_1: And a good telephone number. I have a 346-533-1328?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email, have john.hughes339@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, when did you start with Partners Personnel, if you don't mind me asking?

Speaker speaker_2: Last August.

Speaker speaker_1: Last August?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Did you start a new assignment back in June this year?

Speaker speaker_2: Oh, no, not last August, but August, you know, August of 2013. Sorry.

Speaker speaker_1: Let's see. 'Cause the only reason why I ask that is because we have a hire date from 2023, and then June 10th of 2024. So, I'm just trying to confirm if you actually-

Speaker speaker_2: Yeah. I start- I started it, I started in 2023.

Speaker speaker_1: Okay.

Speaker speaker_2: But it was...

Speaker speaker_1: Yeah.

Speaker speaker_2: I started in August, but they probably didn't put the date until, what, I guess, I'm not sure what their-

Speaker speaker_1: Okay. Did you start a- Have you started a new assignment here lately, in the past couple weeks or months?

Speaker speaker_2: No, I'm still at the same place. I'm still at the same place.

Speaker speaker_1: Okay.

Speaker speaker_2: The place is called Custom Goods. Yeah.

Speaker speaker_1: Okay. Well, with that information, unfortunately, I wouldn't be able to enroll you right now, due to the fact that you're outside of your personal open enrollment period, which is 30 days from your first paycheck. Um, but if you really wanted to be enrolled right now, you would honestly have to wait until Partners Personnel's next open enrollment period or experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage to be enrolled in the benefits right now.

Speaker speaker_2: Okay. So, you wouldn't know what date that would be? Partners would have to tell me what date I can enroll?

Speaker speaker_1: Uh, let me see when their last open enrollment period was. PRP... So, Partners had their last open enrollment from October 14th to October 25th. So, I'd presume sometime around that time next year.

Speaker speaker_2: Golly. Uh... Okay. All right. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, all right?

Speaker speaker_2: I'll just have to find... All right, thank you. Bye-bye.

Speaker speaker_1: All right. Bye-bye.