

Transcript: Justin

Mills-6235569998217216-5384674498527232

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, sir. I'm calling to enroll in my benefits from my company. Okay. What's the staffing agency you work for? Partners Personnel. And the last four of your social? 9703. And what was your first and last name? Bradley Henderson. And for security purposes, can you verify the home address, including city, state and zip code, Bradley? 451 Round Tree Road, Gaffney, South Carolina 29340. And your date of birth? 12/4/1980. And a good telephone number I have is 864-490-8802? Correct. And the email I have is B.Henderson.Business@gmail? That's correct. Okay. Now, did you have an idea of what you wanted to be enrolled into through Partners or no? Yeah. Uh, she just sent me the information, uh, about a half hour ago and I've been lookin' over it. Um, the, uh, the Stay Healthy MEC TeleRx with a VIP Prime- Okay. ... for, uh, just the employee and also, uh, Dental and Vision for just for an employee. Okay, so the MEC TeleRx, VIP Prime, Dental and Vision for employee only. Anything else? No, that's it. Okay, so doing those four would make your total deduction \$65.86 a week. Do you authorize Partners to make that deduction for you? Mm-hmm. That'll do. Okay, so I'm gonna go ahead and save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Mm-hmm. Then whenever you witness your payroll deduction of the \$65.86 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Okay. Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners is a Section 125 client. So what Section 125 is, it's an IRS code which means employees could pay- Mm-hmm. ... 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. Uh-huh. However, a qualified life event- Okay. ... would be considered as marriage or divorce, birth or adoption of a child or gaining coverage elsewhere. Other than that, Bradley- Okay. ... is there anything else I could help you out with today? Um, no, that covers it. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? All right. You, too. Thanks. All right. Bye-bye. 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 and a Card, this is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, sir. I'm calling to enroll in my benefits from my company.

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: 9703.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Bradley Henderson.

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

Speaker speaker_2: 451 Round Tree Road, Gaffney, South Carolina 29340.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 12/4/1980.

Speaker speaker_1: And a good telephone number I have is 864-490-8802?

Speaker speaker_2: Correct.

Speaker speaker_1: And the email I have is B.Henderson.Business@gmail?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Now, did you have an idea of what you wanted to be enrolled into through Partners or no?

Speaker speaker_2: Yeah. Uh, she just sent me the information, uh, about a half hour ago and I've been lookin' over it. Um, the, uh, the Stay Healthy MEC TeleRx with a VIP Prime-

Speaker speaker_1: Okay.

Speaker speaker_2: ... for, uh, just the employee and also, uh, Dental and Vision for just for an employee.

Speaker speaker_1: Okay, so the MEC TeleRx, VIP Prime, Dental and Vision for employee only. Anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Okay, so doing those four would make your total deduction \$65.86 a week. Do you authorize Partners to make that deduction for you?

Speaker speaker_2: Mm-hmm. That'll do.

Speaker speaker_1: Okay, so I'm gonna go ahead and save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Then whenever you witness your payroll deduction of the \$65.86 come off your paycheck, coverage begins the Monday we receive that deduction from Partners.

Speaker speaker_2: Okay.

Speaker speaker_1: Seven to ten business days later, you'll receive all of your policy and ID card information in the mail. However, I do see that Partners is a Section 125 client. So what Section 125 is, it's an IRS code which means employees could pay-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... 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.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: However, a qualified life event-

Speaker speaker_2: Okay.

Speaker speaker_1: ... would be considered as marriage or divorce, birth or adoption of a child or gaining coverage elsewhere. Other than that, Bradley-

Speaker speaker_2: Okay.

Speaker speaker_1: ... is there anything else I could help you out with today?

Speaker speaker_2: Um, no, that covers it.

Speaker speaker_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker_2: All right. You, too. Thanks.

Speaker speaker_1: All right. Bye-bye.

Speaker speaker_2: Bye-bye.