

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hi, my name is Israel Magana and, uh, I got a, I got a, um, um, an email from you guys, uh, saying I can enroll in benefits and, uh, I would like to do that, please. Which staffing company do you work for? Uh, um, it's called, uh, um, fuck, Partners Personnel in Moreno Valley. What was the last four of your social? 0626. First name? Israel. Last name? Magana. For security purposes, can you verify your address and date of birth for me? Okay. My address on file, it's, um, 15132 Mimosa Drive, Lake Elsinore, California 9255, 92530. Can you say that again for me, sir? You were breaking up as you were telling me. It's, uh, 15132 Mimosa Drive, Lake Elsinore, California. That's not the address that we have on file. What was that? That's not the address that we have on file. It's gonna be, uh, it's gonna be, um- You're breaking up. You're breaking up as your speech is, as you're talking, sir. What was that? Sir, you're breaking up pretty bad as you're talking. Yeah, it's 'cause, uh, I'm over here by the mountains. Um, can you hear me? Yes, sir. So what was the, the address that you told me isn't the one that's on file. Okay. It's gonna be, uh, PO Box 7455, um, Moreno Valley, California 92552. Thanks. Thank you. And your ad- and your date of birth? Uh, 4/16/1990. Thank you. So we got your phone number as 657-248-9618. Correct. And I guess email is izzyinparis15@gmail.com? Yes. Izzyinparis15@gmail.com. Thank you, and what type of coverage were you wanting to get enrolled into? What was that? Sorry. What type of coverage were you wanting to get enrolled into? It was the basic, the basic one. Um, let me see. Um, yeah, the, the most, the basic one for the dental and vision. So you just want the dental and vision and that's it? Yes. Correct, sir. Right. So with those two selected, your total will be \$5.78. That'll be deducted weekly. Do you authorize your employer to make these deductibles? Yes, and, uh, when, when, when can I, uh, when can I, uh, uh, when am I gonna be eligible for the benefits? So the enrollment process takes one to two weeks. Once we see that first deduction- Okay. ... from your paycheck and we see you in our system, that following Monday is when your coverage will become active. The ID cards are sent one to two weeks from the activation day. Okay. I can't hear you. What was that? What part did you not hear? The, uh, the one, the, what's gonna happen on Monday. The That's- ... that's coming to my email. The enroll, the enrollment process takes one to two weeks. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Your ID cards are- Okay. ... sent one to two weeks from the activation day. All right. All right. Cool. Let's do that. Great. Excuse me. So I do have to know that your plans fall under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. And since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless you have a company open enrollment period, or you have a qualifying life event such as marriage or divorce,

having or adopting a child, or gaining or losing coverage from another carrier. I have a, I have a question. Um, if ... Um, if I get hired on through the, the company, um, uh, if the, the benefits stop, or, um, and how, how, how does... 'Cause I already spoke to the, uh, the, uh, the manager or the owner or whatever, and they, they, they said they wanna hire me. But obviously it's gonna be like in a m- in a month, I think. You know, 'cause I have to wait like two months. So that's a question you want to ask- Ask them? That's a question you want to ask Personnel directly. Yes, sir. Gotcha. Gotcha. And, uh, if I hear, if I heard this correctly, it's gonna be \$5.97 deducted every week, you said? \$5.78. 78 cents. All right. Cool. And it's for the, the dental and vision, right? Yes, sir. All right. Yeah. Let's, let's go ahead and do that. All right. Was there anything else I can help you with today, Mr. Israel? That'll be all, sir. Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man. What was that? Sorry. I said thanks for calling Benefits in the Card. I hope you have a great rest of your week. You too, sir. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, my name is Israel Magana and, uh, I got a, I got a, um, um, an email from you guys, uh, saying I can enroll in benefits and, uh, I would like to do that, please.

Speaker speaker_1: Which staffing company do you work for?

Speaker speaker_2: Uh, um, it's called, uh, um, fuck, Partners Personnel in Moreno Valley.

Speaker speaker_1: What was the last four of your social?

Speaker speaker_2: 0626.

Speaker speaker_1: First name?

Speaker speaker_2: Israel.

Speaker speaker_1: Last name?

Speaker speaker_2: Magana.

Speaker speaker_1: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: Okay. My address on file, it's, um, 15132 Mimosa Drive, Lake Elsinore, California 9255, 92530.

Speaker speaker_1: Can you say that again for me, sir? You were breaking up as you were telling me.

Speaker speaker_2: It's, uh, 15132 Mimosa Drive, Lake Elsinore, California.

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_2: What was that?

Speaker speaker_1: That's not the address that we have on file.

Speaker speaker_2: It's gonna be, uh, it's gonna be, um-

Speaker speaker_1: You're breaking up. You're breaking up as your speech is, as you're talking, sir.

Speaker speaker_2: What was that?

Speaker speaker_1: Sir, you're breaking up pretty bad as you're talking.

Speaker speaker_2: Yeah, it's 'cause, uh, I'm over here by the mountains. Um, can you hear me?

Speaker speaker_1: Yes, sir. So what was the, the address that you told me isn't the one that's on file.

Speaker speaker_2: Okay. It's gonna be, uh, PO Box 7455, um, Moreno Valley, California 92552.

Speaker speaker_1: Thanks. Thank you. And your ad- and your date of birth?

Speaker speaker_2: Uh, 4/16/1990.

Speaker speaker_1: Thank you. So we got your phone number as 657-248-9618.

Speaker speaker_2: Correct.

Speaker speaker_1: And I guess email is izzyinparis15@gmail.com?

Speaker speaker_2: Yes. Izzyinparis15@gmail.com.

Speaker speaker_1: Thank you, and what type of coverage were you wanting to get enrolled into?

Speaker speaker_2: What was that? Sorry.

Speaker speaker_1: What type of coverage were you wanting to get enrolled into?

Speaker speaker_2: It was the basic, the basic one. Um, let me see. Um, yeah, the, the most, the basic one for the dental and vision.

Speaker speaker_1: So you just want the dental and vision and that's it?

Speaker speaker_2: Yes. Correct, sir.

Speaker speaker_1: Right. So with those two selected, your total will be \$5.78. That'll be deducted weekly. Do you authorize your employer to make these deductibles?

Speaker speaker_2: Yes, and, uh, when, when, when can I, uh, when can I, uh, when am I gonna be eligible for the benefits?

Speaker speaker_1: So the enrollment process takes one to two weeks. Once we see that first deduction-

Speaker speaker_2: Okay.

Speaker speaker_1: ... from your paycheck and we see you in our system, that following Monday is when your coverage will become active. The ID cards are sent one to two weeks from the activation day.

Speaker speaker_2: Okay. I can't hear you. What was that?

Speaker speaker_1: What part did you not hear?

Speaker speaker_2: The, uh, the one, the, what's gonna happen on Monday. The

Speaker speaker_3: That's-

Speaker speaker_2: ... that's coming to my email.

Speaker speaker_3: The enroll, the enrollment process takes one to two weeks. Once we see that first deduction from your paycheck and we see it in our system, that following Monday is when your coverage will become active. Your ID cards are-

Speaker speaker_2: Okay.

Speaker speaker_3: ... sent one to two weeks from the activation day.

Speaker speaker_2: All right. All right. Cool. Let's do that.

Speaker speaker_1: Great.

Speaker speaker_2: Excuse me.

Speaker speaker_1: So I do have to know that your plans fall under Section 125. Section 125 is an IRS regulation that allows you to get enrolled in these plans pre-tax. And since they allow you to get enrolled pre-tax, you're not allowed to get unenrolled from these plans unless you have a company open enrollment period, or you have a qualifying life event such as marriage or divorce, having or adopting a child, or gaining or losing coverage from another carrier.

Speaker speaker_2: I have a, I have a question. Um, if ...

Speaker speaker_4: Um, if I get hired on through the, the company, um, uh, if the, the benefits stop, or, um, and how, how, how does... 'Cause I already spoke to the, uh, the, uh, the manager or the owner or whatever, and they, they, they said they wanna hire me. But obviously it's gonna be like in a m- in a month, I think. You know, 'cause I have to wait like two months.

Speaker speaker_1: So that's a question you want to ask-

Speaker speaker_2: Ask them?

Speaker speaker_1: That's a question you want to ask Personnel directly. Yes, sir.

Speaker speaker_2: Gotcha. Gotcha. And, uh, if I hear, if I heard this correctly, it's gonna be \$5.97 deducted every week, you said?

Speaker speaker_1: \$5.78.

Speaker speaker_2: 78 cents. All right. Cool. And it's for the, the dental and vision, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right. Yeah. Let's, let's go ahead and do that.

Speaker speaker_1: All right. Was there anything else I can help you with today, Mr. Israel?

Speaker speaker_2: That'll be all, sir.

Speaker speaker_1: Thanks for calling Benefits in the Card. I hope you have a great rest of your week, man.

Speaker speaker_2: What was that? Sorry.

Speaker speaker_1: I said thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_2: You too, sir. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye-bye.