

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in a Card, this is Malcolm. How can I help you? Yeah, hi, my name is Jose Oscar Campos. Uh, I'm calling because I keep getting this message about my benefits. What staffing company do you work for? Uh, excuse me? What staffing company do you work for? Oh, uh, it's called, uh, uh, one second, one second Partner Personnel. What does the... What did the text message say, sir? Uh, the text message say, "Hello, friendly reminder you opportunity to enroll in benefit in coming plan and call back the number for info." Right, so it's letting you know that your window is closing to get enrolled into the health insurance offer through Partners Personnel if you wanted to. Okay, so h- how do I get the benefits? I can get you enrolled over a phone. What's the last four of your social? Uh, 3489. Are you aware that these, these, these benefits come out weekly from your paycheck? What was that? Are you aware that these benefits will come out weekly from your paycheck? Yes. Okay. What's your first name? What was that? What's your first name? Uh, Jose. Last name. Campos, Santiago. And for security purposes can you verify your address and date of birth for me? Yes, uh, address, uh, 2... 2, uh, 25200 Carlos B Boulevard, Hayward, California, apartment 298. You said apartment 298? 298, yeah, 2-9-8. And your date of birth? Uh, August 2nd, 1999. Yeah. So we got a good phone number, 787-32-92171? Yes, correct. And the email is camposjoseoscar898@gmail.com? Correct. All right, what type of coverage were you interested in getting enrolled into? Excuse me? What type of coverage were you interested in getting enrolled into? I really do not understand that. What type of coverage? They offer you medical, FreeRx, dental, short-term disability, life insurance, vision, critical illness- Oh. ... accident preventative care. Uh, medical. Right, so for the medical they offer you three different plans. They offer you the VIP Standard, the VIP Plus and the VIP Prime. All three of these plans cover doctors, hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage you will receive. The standard is \$17.60. The VIP Plus is \$31.61. And the Prime is \$43.28. Uh, I will do the 28. The \$43.28? Oh, I'm sorry. I thought it was just, uh, \$28. I'm sorry. Uh, what, what was the one before that one? \$31.61. Yeah, I would say with the \$17. So you want the \$17.66 one? Yes. Right, so that doesn't include dental or vision or anything else. Were you interested in any of those add-ons? Well, the \$17, why it come, like, why it bring? What benefit? It's only medical. It covers doctors, hospitals and prescriptions. You know what? I will do the, the next one, the 31. I, I don't know, I'm sorry. Okay. The \$31.61? Yes. Right, what else? Was there anything else that you were interested in? Uh, vision. Vision would be another \$2.15. Another \$3? Another \$2.15. Okay, uh, I will do dental and vision. Right, so the dental will be another \$3.63. In total you'll be \$37.39 deducted weekly. Is there anything else- Okay, that's fine. ... that you were interested in? Yeah, that's fine. Do you authorize your employer to make these deductions? Yes. Yeah. Hello? Yes, sir, I'm just going to be on hold. Oh, okay, I'm sorry.

Right, so I do have to let you know that your plans fall under Section 125. Section 125 is the IRS regulation that allows you to get enrolled in these plans pre-tax. another carrier. Okay. All right, so the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it 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. So the, uh, the ID card will get it in the mail, right? Yes, sir. If you wanted a physical copy of your medical card, you have to call in and request it once your coverage becomes active. Otherwise it's sent via email. Okay. Okay, okay. All right, was there anything else I can help you with today, Mr. Jose? Uh, that should be all. Thank you very much for your time. No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your day, man. Okay, bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Benefits in a Card, this is Malcolm. How can I help you?

Speaker speaker_2: Yeah, hi, my name is Jose Oscar Campos. Uh, I'm calling because I keep getting this message about my benefits.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, excuse me?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Oh, uh, it's called, uh, uh, one second, one second Partner Personnel.

Speaker speaker_1: What does the... What did the text message say, sir?

Speaker speaker_2: Uh, the text message say, "Hello, friendly reminder you opportunity to enroll in benefit in coming plan and call back the number for info."

Speaker speaker_1: Right, so it's letting you know that your window is closing to get enrolled into the health insurance offer through Partners Personnel if you wanted to.

Speaker speaker_2: Okay, so h- how do I get the benefits?

Speaker speaker_1: I can get you enrolled over a phone. What's the last four of your social?

Speaker speaker_2: Uh, 3489.

Speaker speaker_1: Are you aware that these, these, these benefits come out weekly from your paycheck?

Speaker speaker_2: What was that?

Speaker speaker_1: Are you aware that these benefits will come out weekly from your paycheck?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. What's your first name?

Speaker speaker_2: What was that?

Speaker speaker_1: What's your first name?

Speaker speaker_2: Uh, Jose.

Speaker speaker_1: Last name.

Speaker speaker_2: Campos, Santiago.

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

Speaker speaker_2: Yes, uh, address, uh, 2... 2, uh, 25200 Carlos B Boulevard, Hayward, California, apartment 298.

Speaker speaker_1: You said apartment 298?

Speaker speaker_2: 298, yeah, 2-9-8.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: Uh, August 2nd, 1999.

Speaker speaker_1: Yeah. So we got a good phone number, 787-32-92171?

Speaker speaker_2: Yes, correct.

Speaker speaker_1: And the email is camposjoseoscar898@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All right, what type of coverage were you interested in getting enrolled into?

Speaker speaker_2: Excuse me?

Speaker speaker_1: What type of coverage were you interested in getting enrolled into?

Speaker speaker_2: I really do not understand that.

Speaker speaker_1: What type of coverage? They offer you medical, FreeRx, dental, short-term disability, life insurance, vision, critical illness-

Speaker speaker_2: Oh.

Speaker speaker_1: ... accident preventative care.

Speaker speaker_2: Uh, medical.

Speaker speaker_1: Right, so for the medical they offer you three different plans. They offer you the VIP Standard, the VIP Plus and the VIP Prime. All three of these plans cover doctors,

hospitals and prescriptions. The only difference between the three is the higher you go up, the more coverage you will receive. The standard is \$17.60. The VIP Plus is \$31.61. And the Prime is \$43.28.

Speaker speaker_2: Uh, I will do the 28.

Speaker speaker_1: The \$43.28?

Speaker speaker_2: Oh, I'm sorry. I thought it was just, uh, \$28. I'm sorry. Uh, what, what was the one before that one?

Speaker speaker_1: \$31.61.

Speaker speaker_2: Yeah, I would say with the \$17.

Speaker speaker_1: So you want the \$17.66 one?

Speaker speaker_2: Yes.

Speaker speaker_1: Right, so that doesn't include dental or vision or anything else. Were you interested in any of those add-ons?

Speaker speaker_2: Well, the \$17, why it come, like, why it bring? What benefit?

Speaker speaker_1: It's only medical. It covers doctors, hospitals and prescriptions.

Speaker speaker_2: You know what? I will do the, the next one, the 31. I, I don't know, I'm sorry.

Speaker speaker_1: Okay. The \$31.61?

Speaker speaker_2: Yes.

Speaker speaker_1: Right, what else? Was there anything else that you were interested in?

Speaker speaker_2: Uh, vision.

Speaker speaker_1: Vision would be another \$2.15.

Speaker speaker_2: Another \$3?

Speaker speaker_1: Another \$2.15.

Speaker speaker_2: Okay, uh, I will do dental and vision.

Speaker speaker_1: Right, so the dental will be another \$3.63. In total you'll be \$37.39 deducted weekly. Is there anything else-

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: ... that you were interested in?

Speaker speaker_2: Yeah, that's fine.

Speaker speaker_1: Do you authorize your employer to make these deductions?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, sir, I'm just going to be on hold.

Speaker speaker_2: Oh, okay, I'm sorry.

Speaker speaker_1: Right, so I do have to let you know that your plans fall under Section 125. Section 125 is the IRS regulation that allows you to get enrolled in these plans pre-tax. another carrier.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, so the enrollment process does take one to two weeks. Once you see that first deduction from your paycheck and we see it 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: So the, uh, the ID card will get it in the mail, right?

Speaker speaker_1: Yes, sir. If you wanted a physical copy of your medical card, you have to call in and request it once your coverage becomes active. Otherwise it's sent via email.

Speaker speaker_2: Okay. Okay, okay.

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

Speaker speaker_2: Uh, that should be all. Thank you very much for your time.

Speaker speaker_1: No problem. Thanks for calling Benefits in a Card. I hope you have a great rest of your day, man.

Speaker speaker_2: Okay, bye-bye.

Speaker speaker_1: Bye.