

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yeah, I was, uh, calling in reference to, uh, texts I have from my company about benefits. Yeah, we are the administrator for the health insurance, um... Okay. ... for the agency. Um, they probably letting you know that you could enroll, so they might be on open enrollment. Was those just tests- I think so, but like, right, it, it just gave me this number and said, "Call this number for more information." Okay, and who do you work for? Uh, Partners Professional. Okay. So, you are on your o-personal open enrollment. You have 30 days from your first paycheck, um, to enroll in the benefits. Uh, Partners Personnel. Okay. They have different medical plans and options. You will pay according of where you enrolled in, and they will be deducted from your, um, payroll. It's not mandatory. You don't have to enroll if you don't want to or if you already have benefits. And please, you, you do have the 30 days from your first paycheck. I said that. Now, this insurance, they are not- Okay. Like... Go ahead. Oh, I was gonna ask, yeah, I, I, is there any way that you can send me what the options are or anything so I know what it is? Sure. If you have an email, I could go ahead and email you the benefit guide with all the information- Okay. ... the prices. You could also enroll online if you would like to, or you could go give us a call back and we'll go enroll you over the phone. Okay. Okay. Give me one second. Uh-huh. Can you tell me the email? Sure. It's, uh, SilverState, S-I-L-V-E-R-S-T-A-T-E-D, as in the letter D, and the number one, so SilverStateD1- Mm-hmm. ... @gmail.com. Okay. Gmail. I will send the benefit guide. Check your spam and junk mail. It might go there. Also, um- Okay. ... it's coming from info@benefitsinacar. And if you have questions, concerns regarding the benefit guide, you could give us a call and we could go over with you the guide. Okay, awesome. Um, like I said- Now, is it just for medical and dental? Yes, me- if... They also have, uh, life insurance, uh, vision. They have different options. Okay. Um- Perfect. So, like I said, this insurance is not like regular insurance. So, the amount that you're going to see under each plan is the amount that the insurance going to cover for the benefits that are listed there so you could have an idea, and then on the bottom of the, of the page, you will see, uh, the prices that you're going to be paying for a paycheck for each plan. Okay. All right. Is there anything else I could do for you, sir? Uh, no, that's it. Thank you so much. I'll check that out and see what works. All right. Thank you for giving us a call. Have a great rest of the day, sir. All right. You too. 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 in a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yeah, I was, uh, calling in reference to, uh, texts I have from my company about benefits.

Speaker speaker\_1: Yeah, we are the administrator for the health insurance, um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... for the agency. Um, they probably letting you know that you could enroll, so they might be on open enrollment. Was those just tests-

Speaker speaker\_2: I think so, but like, right, it, it just gave me this number and said, "Call this number for more information."

Speaker speaker\_1: Okay, and who do you work for?

Speaker speaker\_2: Uh, Partners Professional.

Speaker speaker\_1: Okay. So, you are on your o- personal open enrollment. You have 30 days from your first paycheck, um, to enroll in the benefits. Uh, Partners Personnel.

Speaker speaker\_2: Okay.

Speaker speaker\_1: They have different medical plans and options. You will pay according of where you enrolled in, and they will be deducted from your, um, payroll. It's not mandatory. You don't have to enroll if you don't want to or if you already have benefits. And please, you, you do have the 30 days from your first paycheck. I said that. Now, this insurance, they are not-

Speaker speaker\_2: Okay.

Speaker speaker\_1: Like... Go ahead.

Speaker speaker\_2: Oh, I was gonna ask, yeah, I, I, is there any way that you can send me what the options are or anything so I know what it is?

Speaker speaker\_1: Sure. If you have an email, I could go ahead and email you the benefit guide with all the information-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the prices. You could also enroll online if you would like to, or you could go give us a call back and we'll go enroll you over the phone.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Give me one second.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: Can you tell me the email?

Speaker speaker\_2: Sure. It's, uh, SilverState, S-I-L-V-E-R-S-T-A-T-E-D, as in the letter D, and the number one, so SilverStateD1-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... @gmail.com.

Speaker speaker\_1: Okay. Gmail. I will send the benefit guide. Check your spam and junk mail. It might go there. Also, um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... it's coming from info@benefitsinacar. And if you have questions, concerns regarding the benefit guide, you could give us a call and we could go over with you the guide.

Speaker speaker\_2: Okay, awesome.

Speaker speaker\_1: Um, like I said-

Speaker speaker\_2: Now, is it just for medical and dental?

Speaker speaker\_1: Yes, me- if... They also have, uh, life insurance, uh, vision. They have different options.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_2: Perfect.

Speaker speaker\_1: So, like I said, this insurance is not like regular insurance. So, the amount that you're going to see under each plan is the amount that the insurance going to cover for the benefits that are listed there so you could have an idea, and then on the bottom of the, of the page, you will see, uh, the prices that you're going to be paying for a paycheck for each plan.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Is there anything else I could do for you, sir?

Speaker speaker\_2: Uh, no, that's it. Thank you so much. I'll check that out and see what works.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker\_2: All right. You too. Bye-bye.

Speaker speaker\_1: Bye.