

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 Card, this is Pamela speaking, how may I help you? Yes, hi. My name is Kaseem Joseph. I, uh, recently started working through Partners Personnel for, uh, Sunny Delight Beverage Company and I received a text message saying that I was eligible to apply for, uh, my benefits. Okay. So, um, you have, uh, uh 30 days from your first paycheck to enroll in the benefits, if you would like to. It's not mandatory. Um, we will then- I've already received my first... I'm sorry? I've already received my first paycheck so that's why- Okay. ... I was calling to, uh, apply. Okay. May I have the last four digits of your Social so I can pull up your file? Yes. It's 9336. And your first and last name, you said, sir? Kaseem Joseph. And you said Partners Personnel? Yes, ma'am. And the last four is 9366? No, 9336. Oh, okay, I'm sorry about that, sir. Yes. Mr. Joseph, for security reasons and just to make sure we are in the correct file can you please verify your complete address and date of birth? Yes. The address is 2731 Beaver Creek Crossing, Powder Springs Road, or Powder Springs, Georgia, I'm sorry, 30127. And you said... What was the next part? My- Um, date of birth. Birthdate? Yes, it's February 6th, 1988. Thank you for the information. We have a phone number on file 404-909-4491 and your email is kazjoseph88@gmail.com? Yes. All right. And have you seen the benefit guide, sir, of what they offer and the prices? No, I have not. I received the text and I was... The, the text said that I had 30 days to apply, so I wasn't sure- Okay. ... you know, me not applying would, uh, affect me negatively or anything like that, so I wanted to at least- Mm-hmm. ... try to apply and see- Yeah. ... what I... I, I understand. It d- doesn't affect you, um, in any way if you decide not to. Um, they do offer different medical plans and options like dental and vision. If you would like I can send the benefit guide to your email and then you can read and go over it and so you can choose the correct plan for you. These insurance are not like major insurance, they already have a set amount that they're gonna pay. Right. Anything above that amount will be your responsibility. All right. Um, and let's see, so when you have to enroll. So you do have until the 23rd of this month to enroll in the benefits. Okay. Okay. Would you like me to email you the benefit guide? Yes, please. Okay. The email's coming from info@benefitsinacard. Um, check your spam and junk mail, it might go there. All right. Okay? And don't forget that you have until the 23rd to enroll. All right. All right. Is there anything else I can do for you, sir? Um, not at this time. All right. Thank you. Is there any information that you need from me? No. Just when- All right. ... you're ready to enroll to give us a call. All right. All right. Thank you for calling Benefits in a Card, have a great rest of the day. You as well. Goodbye.

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 Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Yes, hi. My name is Kaseem Joseph. I, uh, recently started working through Partners Personnel for, uh, Sunny Delight Beverage Company and I received a text message saying that I was eligible to apply for, uh, my benefits.

Speaker speaker_1: Okay. So, um, you have, uh, uh 30 days from your first paycheck to enroll in the benefits, if you would like to. It's not mandatory. Um, we will then-

Speaker speaker_2: I've already received my first...

Speaker speaker_1: I'm sorry?

Speaker speaker_2: I've already received my first paycheck so that's why-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I was calling to, uh, apply.

Speaker speaker_1: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: Yes. It's 9336.

Speaker speaker_1: And your first and last name, you said, sir?

Speaker speaker_2: Kaseem Joseph.

Speaker speaker_1: And you said Partners Personnel?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And the last four is 9366?

Speaker speaker_2: No, 9336.

Speaker speaker_1: Oh, okay, I'm sorry about that, sir.

Speaker speaker_2: Yes.

Speaker speaker_1: Mr. Joseph, for security reasons and just to make sure we are in the correct file can you please verify your complete address and date of birth?

Speaker speaker_2: Yes. The address is 2731 Beaver Creek Crossing, Powder Springs Road, or Powder Springs, Georgia, I'm sorry, 30127. And you said... What was the next part? My-

Speaker speaker_1: Um, date of birth.

Speaker speaker_2: Birthdate? Yes, it's February 6th, 1988.

Speaker speaker_1: Thank you for the information. We have a phone number on file 404-909-4491 and your email is kazjoseph88@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And have you seen the benefit guide, sir, of what they offer and the prices?

Speaker speaker_2: No, I have not. I received the text and I was... The, the text said that I had 30 days to apply, so I wasn't sure-

Speaker speaker_1: Okay.

Speaker speaker_2: ... you know, me not applying would, uh, affect me negatively or anything like that, so I wanted to at least-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... try to apply and see-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... what I...

Speaker speaker_1: I, I understand. It d- doesn't affect you, um, in any way if you decide not to. Um, they do offer different medical plans and options like dental and vision. If you would like I can send the benefit guide to your email and then you can read and go over it and so you can choose the correct plan for you. These insurance are not like major insurance, they already have a set amount that they're gonna pay.

Speaker speaker_2: Right.

Speaker speaker_1: Anything above that amount will be your responsibility.

Speaker speaker_2: All right.

Speaker speaker_1: Um, and let's see, so when you have to enroll. So you do have until the 23rd of this month to enroll in the benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Would you like me to email you the benefit guide?

Speaker speaker_2: Yes, please.

Speaker speaker_1: Okay. The email's coming from info@benefitsinacard. Um, check your spam and junk mail, it might go there.

Speaker speaker_2: All right.

Speaker speaker_1: Okay? And don't forget that you have until the 23rd to enroll.

Speaker speaker_2: All righty.

Speaker speaker_1: All right. Is there anything else I can do for you, sir?

Speaker speaker_2: Um, not at this time.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: Is there any information that you need from me?

Speaker speaker_1: No. Just when-

Speaker speaker_2: All right.

Speaker speaker_1: ... you're ready to enroll to give us a call.

Speaker speaker_2: All righty.

Speaker speaker_1: All right. Thank you for calling Benefits in a Card, have a great rest of the day.

Speaker speaker_2: You as well. Goodbye.