

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? Hi. I got a text about getting, uh, benefits. Okay. We are the administrator for health insurance for staffing agency? Yes. Yes. Who do you work for, sir? I'm sorry? I can just barely hear you. Who do you work for? Sir? Yes, yes. I can hear you now. Which staffing agency do you work for? Uh, I think it's Professional Services, I think it is. Professional... Partner Personnel. Okay. Um, so we are the administrator for their health insurance. May I have the last four- Okay. ... digits of your Social, so I can pull up your file? Are you interested in enrolling? Yes. Can I have the last four digits of your Social? 7577. First and last name, sir? Larry Houtz. H-O-U-T-Z. Mr. Houtz, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 1762 Evans Drive, South Jacksonville Beach, Florida 32250. Thank you for the information. We have a phone number on file, 904-545-5372, and your email is L- That is correct. ... H-O-U-T-Z, which is your last name on, uh, Comcast.net. That's correct. All right. And do you know what plan would you like to enroll for? I, I, I don't know the options. Okay. So they do offer different medical plan and options. Now, these are not like major insurance. If you would like, I will send you a benefit guide with all the plans that they offer, the prices there under each plan. Okay. But you will see the amount that the insurance cover for each procedure that is listed. Not all procedures are listed though there, but at least you will have an idea- Okay. ... how they, um, pay. So the email's coming in from info@benefitsinacar. Check your spam and junk mail. It might go there. Okay. You do have... Let's see. De... Deadline. You have until the 20th of February to enroll. Okay. Okay. Check your... All right, check your spam and junk mail. It might go there. Coming in from info@benefitsinacar- Okay. Right? And you know that we're here to help. When are you gonna send it? I'm doing it- Okay. ... as we speak. Okay. Sounds good. All right. Thank you for giving us a call. Have a great rest of the day, sir. Thank you. Bye-bye. Ah. Yeah. Oh, yeah. Yeah. Oh. Hmm. Yeah. Oh. Mm-hmm. Yeah.Yeah. I mean, it's a lot of work to do that. And I think it's important to recognize that there are people out here who are doing this work every day and putting their lives on the line for us to have the freedoms we have today. And so I think it's important to acknowledge that and celebrate that. Um, so, yeah, I think it's really important to remember that. Yeah. Well, you know, I'm glad you brought up your dad, because he was also a police officer. He was in the New Orleans Police Department. And he was killed by a police officer, um, during a shooting, uh, outside of his home while he was trying to protect his family from some gang members. And my mom actually went to visit him when he was killed and couldn't believe what she saw. She said he was shot 46 times, um, with no warning. He had no chance to be able to raise his hands or put his hands behind his back or anything like that. So, I mean, it just shows you how, uh, these police departments

have just gone way too far with their use of force and how they're being used as, uh, as, like you said, sort of a bargaining chip. Yeah. And I think it's time to really look at that and say, "We need to do better." And I think that the community has really come together in the last few years to really push back on that and make sure that we're doing a better job of using our police officers wisely and efficiently so that we have the best possible outcomes when they're out there in the field every day. Yeah. Well, I'm glad you brought up your dad, man. That, that really means a lot to me that he was killed by another officer. Um, because I know my dad, um, he would never want any other officer to be killed while trying to protect someone else. So, yeah. Well, thank you for sharing your story and your father's story. I mean, it's just really touching, and I'm sure a lot of people can relate to your father's story as well. So thank you so much for sharing that with us. Yeah. Thank you for having me. All right. Well, thanks again for joining us today. Thank you. This has been another episode of City Limits. If you enjoyed the show, please consider leaving a review on Apple Podcasts or wherever you listen to your podcasts. Also, feel free to follow us on social media at City Limits Podcast. We would love to hear from you. Send in any questions or comments about the show, and we will respond. You can also find us on Facebook, Instagram, Twitter, and LinkedIn. We'll see you next time right here on City Limits.

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: Hi. I got a text about getting, uh, benefits.

Speaker speaker_1: Okay. We are the administrator for health insurance for staffing agency?

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: I'm sorry? I can just barely hear you.

Speaker speaker_1: Who do you work for? Sir?

Speaker speaker_2: Yes, yes. I can hear you now.

Speaker speaker_1: Which staffing agency do you work for?

Speaker speaker_2: Uh, I think it's Professional Services, I think it is. Professional... Partner Personnel.

Speaker speaker_1: Okay. Um, so we are the administrator for their health insurance. May I have the last four-

Speaker speaker_2: Okay.

Speaker speaker_1: ... digits of your Social, so I can pull up your file? Are you interested in enrolling?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have the last four digits of your Social?

Speaker speaker_2: 7577.

Speaker speaker_1: First and last name, sir?

Speaker speaker_2: Larry Houtz. H-O-U-T-Z.

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

Speaker speaker_2: 1762 Evans Drive, South Jacksonville Beach, Florida 32250.

Speaker speaker_1: Thank you for the information. We have a phone number on file, 904-545-5372, and your email is L-

Speaker speaker_2: That is correct.

Speaker speaker_1: ... H-O-U-T-Z, which is your last name on, uh, Comcast.net.

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. And do you know what plan would you like to enroll for?

Speaker speaker_2: I, I, I don't know the options.

Speaker speaker_1: Okay. So they do offer different medical plan and options. Now, these are not like major insurance. If you would like, I will send you a benefit guide with all the plans that they offer, the prices there under each plan.

Speaker speaker_2: Okay.

Speaker speaker_1: But you will see the amount that the insurance cover for each procedure that is listed. Not all procedures are listed though there, but at least you will have an idea-

Speaker speaker_2: Okay.

Speaker speaker_1: ... how they, um, pay. So the email's coming in from info@benefitsinacar. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: You do have... Let's see. De... Deadline. You have until the 20th of February to enroll.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Check your... All right, check your spam and junk mail. It might go there. Coming in from info@benefitsinacar-

Speaker speaker_2: Okay.

Speaker speaker_1: Right? And you know that we're here to help.

Speaker speaker_2: When are you gonna send it?

Speaker speaker_1: I'm doing it-

Speaker speaker_2: Okay.

Speaker speaker_1: ... as we speak.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_3: Ah.

Speaker speaker_4: Yeah. Oh, yeah. Yeah. Oh. Hmm. Yeah. Oh. Mm-hmm. Yeah.

Speaker speaker_5: Yeah. I mean, it's a lot of work to do that. And I think it's important to recognize that there are people out here who are doing this work every day and putting their lives on the line for us to have the freedoms we have today. And so I think it's important to acknowledge that and celebrate that. Um, so, yeah, I think it's really important to remember that.

Speaker speaker_6: Yeah. Well, you know, I'm glad you brought up your dad, because he was also a police officer. He was in the New Orleans Police Department. And he was killed by a police officer, um, during a shooting, uh, outside of his home while he was trying to protect his family from some gang members. And my mom actually went to visit him when he was killed and couldn't believe what she saw. She said he was shot 46 times, um, with no warning. He had no chance to be able to raise his hands or put his hands behind his back or anything like that. So, I mean, it just shows you how, uh, these police departments have just gone way too far with their use of force and how they're being used as, uh, as, like you said, sort of a bargaining chip.

Speaker speaker_5: Yeah.

Speaker speaker_6: And I think it's time to really look at that and say, "We need to do better." And I think that the community has really come together in the last few years to really push back on that and make sure that we're doing a better job of using our police officers wisely and efficiently so that we have the best possible outcomes when they're out there in the field every day.

Speaker speaker_5: Yeah. Well, I'm glad you brought up your dad, man. That, that really means a lot to me that he was killed by another officer. Um, because I know my dad, um, he would never want any other officer to be killed while trying to protect someone else. So, yeah.

Speaker speaker_6: Well, thank you for sharing your story and your father's story. I mean, it's just really touching, and I'm sure a lot of people can relate to your father's story as well. So

thank you so much for sharing that with us.

Speaker speaker_5: Yeah. Thank you for having me.

Speaker speaker_6: All right. Well, thanks again for joining us today.

Speaker speaker_5: Thank you.

Speaker speaker_6: This has been another episode of City Limits. If you enjoyed the show, please consider leaving a review on Apple Podcasts or wherever you listen to your podcasts. Also, feel free to follow us on social media at City Limits Podcast. We would love to hear from you. Send in any questions or comments about the show, and we will respond. You can also find us on Facebook, Instagram, Twitter, and LinkedIn. We'll see you next time right here on City Limits.