

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? Uh, yes, ma'am. I want to enroll, enroll in benefits. In? Uh... What do you work for? Uh, I work for, um, Partner Personnel. May I have the last four digits of your Social? Uh, 7517. Your first and last name? Devonte Shannon. Mr. Shannon, 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? My, my address, um, 4135 West Bedford, um, E, Houston, Texas 77025. My birthday, January 20th, 1997. Thank you for the information. We have a phone number on file with ei- I'm sorry, it's... Sorry. 8322023879 and your email is your first name. your last name at yahoo.com? Oh, yeah. All right. Um, let's see. And have you seen the benefit guide? Do you know what would you like to enroll to? Um, medical and dental. Okay. So, Partner Personnel offer five, five different medical plans. Um, these insurance is not like the major insurance. They already have a set amount that they gonna pay. Anything above that amount will be your responsibility. For example, they have a plan called the VIP Standard. That plan, the price is... You will be paying every week \$17.60. If you wanna go to the doctor, the insurance only covering \$50 towards the visit and you have four visits per year. They also have the VIP Plus, VIP Prime. The difference between them, the old VIPs is the amount that you gonna be paying per paycheck and the amount they're gonna cover. Oh, okay. Okay. So, if you would like, you... I see that you still have time to enroll. You, you still have until the 27 of this month. I could go ahead and send you the benefit guide because after you enrolled in the benefits, you... If you wanna cancel you will have to wait until company open enrollment or a qualified live event. Because Partner Personnel is under Section 125, which is an IRS regulation. It means that they will take you... They will take your premium before taxes. Okay. Is that- Uh... ... okay? Let me, um- So that way, you... I'm so sorry. What I was gonna say is so that way you could choose the correct one for you before, um, choosing something that you're not sure and then you will have to type up. It will cancel. Okay. Uh, let me think about it. I'll, I'll call you back later. Yeah, let me think about it or something. So let me, let me email you the benefit guide because that will be the best way for you to choose the correct one. Um, the email will- Mm-hmm. ... be coming from info@benefitsinacard. Check your spam and junk mail. Okay. And you can go online or you could give us a call back and we'll be more than happy to help you. Okay. I will. All right? Yes, ma'am. All right. Thank you for giving us a call. Have a great rest of the day. You too.

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: Uh, yes, ma'am. I want to enroll, enroll in benefits.

Speaker speaker_1: In?

Speaker speaker_2: Uh...

Speaker speaker_1: What do you work for?

Speaker speaker_2: Uh, I work for, um, Partner Personnel.

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

Speaker speaker_2: Uh, 7517.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Devonte Shannon.

Speaker speaker_1: Mr. Shannon, 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: My, my address, um, 4135 West Bedford, um, E, Houston, Texas 77025. My birthday, January 20th, 1997.

Speaker speaker_1: Thank you for the information. We have a phone number on file with ei- I'm sorry, it's... Sorry. 8322023879 and your email is your first name. your last name at yahoo.com?

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: All right. Um, let's see. And have you seen the benefit guide? Do you know what would you like to enroll to?

Speaker speaker_2: Um, medical and dental.

Speaker speaker_1: Okay. So, Partner Personnel offer five, five different medical plans. Um, these insurance is not like the major insurance. They already have a set amount that they gonna pay. Anything above that amount will be your responsibility. For example, they have a plan called the VIP Standard. That plan, the price is... You will be paying every week \$17.60. If you wanna go to the doctor, the insurance only covering \$50 towards the visit and you have four visits per year. They also have the VIP Plus, VIP Prime. The difference between them, the old VIPs is the amount that you gonna be paying per paycheck and the amount they're gonna cover.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay. So, if you would like, you... I see that you still have time to enroll. You, you still have until the 27 of this month. I could go ahead and send you the benefit guide

because after you enrolled in the benefits, you... If you wanna cancel you will have to wait until company open enrollment or a qualified live event. Because Partner Personnel is under Section 125, which is an IRS regulation. It means that they will take you... They will take your premium before taxes.

Speaker speaker_2: Okay.

Speaker speaker_1: Is that-

Speaker speaker_2: Uh...

Speaker speaker_1: ... okay?

Speaker speaker_2: Let me, um-

Speaker speaker_1: So that way, you... I'm so sorry. What I was gonna say is so that way you could choose the correct one for you before, um, choosing something that you're not sure and then you will have to type up. It will cancel.

Speaker speaker_2: Okay. Uh, let me think about it. I'll, I'll call you back later. Yeah, let me think about it or something.

Speaker speaker_1: So let me, let me email you the benefit guide because that will be the best way for you to choose the correct one. Um, the email will-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... be coming from info@benefitsinacard. Check your spam and junk mail.

Speaker speaker_2: Okay.

Speaker speaker_1: And you can go online or you could give us a call back and we'll be more than happy to help you.

Speaker speaker_2: Okay. I will.

Speaker speaker_1: All right?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: You too.