

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 the Park. This is Pamela speaking. How may I help you? Um, I'm calling about, uh, the benefits. And who do you work for? Uh, Partners Personnel, with, with, uh, at Harbor Grace. Partners Personnel? Okay. Um... Yes. May I have the last three digits of your social so I can pull up your file? 4233. Your first and last name, ma'am? Daminah Hayes. Mm-hmm. Ms. Haynes, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. 2318 Highway 9 East, Dillon, South Carolina, 29536, 843-453-2336. Thank you for the information. We have, um... What was the date of birth? I'm sorry. 11/07/77. We have your email, which is your last name, first name at gmail.com. Correct. All right, um, so Partners Personnel, they offer about six different medical plans, plus, plus the options like dental, vision- What was that? Partners Personnel offers different medical plans, about six different plans, plus the options like dental, vision. Um, so not like insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility because it's a weekly basic insurance, which they will pay what they are covered. Um, they have their plans that starts at \$16.80 all the way to \$43.76. Those are the basic ones that they have. They also have one that is more towards the traditional plan that their premium is \$500.71. Now, um, have you seen the benefit guide, Ms. Haynes? No. Would you like me to send it to you? You have until... Well, actually your last day to enroll will be Monday. Monday? Yes, ma'am. Okay, so send that to me and then I will reach back out to you tomorrow after I go over. So we here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay. You can also- Okay. ... online, if anything. Um, on the benefit guide that I will email you, there's going to be the link that you could go on if you would like to as well. So check your- Okay. ... email. If it doesn't land in spam, the email might go there. Anytime- Okay. ... Benefits in the Park. Okay. Is there anything else I could do for you? Okay. No, that would be all. All right, thank you for giving us a call. Have a great rest of the day. You also, thank you.

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 the Park. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, I'm calling about, uh, the benefits.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: Uh, Partners Personnel, with, with, uh, at Harbor Grace.

Speaker speaker_1: Partners Personnel? Okay. Um...

Speaker speaker_2: Yes.

Speaker speaker_1: May I have the last three digits of your social so I can pull up your file?

Speaker speaker_2: 4233.

Speaker speaker_1: Your first and last name, ma'am?

Speaker speaker_2: Daminah Hayes.

Speaker speaker_1: Mm-hmm. Ms. Haynes, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: 2318 Highway 9 East, Dillon, South Carolina, 29536, 843-453-2336.

Speaker speaker_1: Thank you for the information. We have, um... What was the date of birth? I'm sorry.

Speaker speaker_2: 11/07/77.

Speaker speaker_1: We have your email, which is your last name, first name at gmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: All right, um, so Partners Personnel, they offer about six different medical plans, plus, plus the options like dental, vision-

Speaker speaker_2: What was that?

Speaker speaker_1: Partners Personnel offers different medical plans, about six different plans, plus the options like dental, vision. Um, so not like insurance. They already have a set amount that they're going to pay. Anything above that amount will be your responsibility because it's a weekly basic insurance, which they will pay what they are covered. Um, they have their plans that starts at \$16.80 all the way to \$43.76. Those are the basic ones that they have. They also have one that is more towards the traditional plan that their premium is \$500.71. Now, um, have you seen the benefit guide, Ms. Haynes?

Speaker speaker_2: No.

Speaker speaker_1: Would you like me to send it to you? You have until... Well, actually your last day to enroll will be Monday.

Speaker speaker_2: Monday?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, so send that to me and then I will reach back out to you tomorrow after I go over.

Speaker speaker_1: So we here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: Okay.

Speaker speaker_1: You can also-

Speaker speaker_2: Okay.

Speaker speaker_1: ... online, if anything. Um, on the benefit guide that I will email you, there's going to be the link that you could go on if you would like to as well. So check your-

Speaker speaker_2: Okay.

Speaker speaker_1: ... email. If it doesn't land in spam, the email might go there. Anytime-

Speaker speaker_2: Okay.

Speaker speaker_1: ... Benefits in the Park.

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I could do for you?

Speaker speaker_2: Okay. No, that would be all.

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

Speaker speaker_2: You also, thank you.