

Transcript: VICTORIA

Taylor-4554589950492672-5992187948482560

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, good, good morning, Victoria. Um, I'm calling to get, to enjoy a benefit. I am just a new hire from Partners, Partners Personnel. Oh, okay. And I'd like to enroll today. Gotcha. What's the last four of your social? It is 8035. Okay, give me one second. You said it 8035? Yes. Okay. And your first and last name? It is, uh, Loty Phinmasane. All right. Do you mind verifying your address and date of birth? It is 27677 Palmont Way, Menifee, California 92585. Uh, birthdate is 5-13-1975. And then phone number 619-245-1416? Yes. And then email is loty_p@hotmail.com? Yes. Okay. Give me just one second. Okay. What plans were you wanting to enroll into? Again it's the, uh, the Stay Healthy MEC, and the VIP Standard, and, and a dental. Okay. Is that everything? Yes. Okay. Now we have two different MEC plans. Are you referring to the MEC-Enhanced or the MEC TeleRx? The, the tele... Excuse me. It's the, the TeleRx. Okay. And you're wanting all this for employee only, correct? Uh, for, for the family. For employee plus family? Yes. Okay. So the VIP Standard Dental and MEC TeleRx for employee plus family would be \$87.44 a week. Correct. Now, I do want to let you know that all three of these plans are under Section 125. Basically that is an IRS code that allows you to pay your share of the premium with..... I'm sorry? Oh, hello? I'm sorry. All right. You, you were breaking up. Okay. So I was just- Hello? ... letting you know that all three... Can you hear me? Yes. Okay. All three of these plans are under Section 125, which is an IRS code. This code allows you to pay, uh, your share of the premium with pre-tax dollars. Because of that, the IRS does put stipulations on when you're able to change or cancel the plans once you're enrolled. Um, so, of course, you do have your personal, personal open enrollment period to get enrolled into benefits, to make changes or cancellations, which for you, that ends tomorrow, the 29th. Um, outside of your personal open enrollment period, the only time you will be able to cancel or change these plans is during the company's open enrollment period that they have yearly, unless you experience a qualifying life event. Okay. So, um, the actual enrollment will take about one to two weeks to be processed through payroll. Once you see that first deduction come out of your check, the coverage will start the following Monday. And then, um, once the coverage is active, your ID cards are made and sent to you within seven to ten business days. Um, majority of the ID cards are mailed, so the MEC TeleRx and the dental are going to be mailed to you. But the ID card for the VIP Standard is gonna be emailed. Okay. And then let me go ahead and get your dependents listed. Um, what is your spouse's name? It is, uh, Myhasa, M-Y-H-A-S-A. Her middle name is L-I-N-N. Last name Phinmasane, P-H-I-N-M-A-S-A-N-E. All right. Her date of birth? It is, uh, September 30th, 1976.... and then full Social. Uh, it is 557-95-7671. Okay. And then how many children are we listing? Two. Two? Okay. The first child's name? Will be, uh, Donovan. Uh, middle name is T-S-I-L-E-E. Last name, Kimson. Okay. Do you mind spelling that first name for me? Oh. It's, uh,

D-O-N-V-O... Sorry, sorry. D-O-N-O-V-A-N. Okay, so D-O-N-O-V-A-N. And then the middle name is? It's Tsilee. T-S-I-, uh, L-E-E. Okay. And then same last name, and is this, uh, a male? Yes. Okay. Date of birth? Uh, July 24, '04. And then full Social. It's, uh, 609-47-1740. All right. And who's next? Uh, it will be Kairyann. It is K-A-I-R-Y-A-N. Her middle is L-I-N-N. Same last name, Kimson. All right. And then date of birth? Uh, July 18, 2011. Okay. And, um, full Social? It's 177-97-7982. All righty. And that's everybody? Yes. Okay. All righty, so I went ahead and got you enrolled. And, um, did you have any other questions for me? Uh, I do not, no. Okay. You have a wonderful day. Thank you. Y- you as well. Thank you. Yeah. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Uh, good, good morning, Victoria. Um, I'm calling to get, to enjoy a benefit. I am just a new hire from Partners, Partners Personnel.

Speaker speaker_0: Oh, okay.

Speaker speaker_1: And I'd like to enroll today.

Speaker speaker_0: Gotcha. What's the last four of your social?

Speaker speaker_1: It is 8035.

Speaker speaker_0: Okay, give me one second. You said it 8035?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: It is, uh, Loty Phinmasane.

Speaker speaker_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker_1: It is 27677 Palmont Way, Menifee, California 92585. Uh, birthdate is 5-13-1975.

Speaker speaker_0: And then phone number 619-245-1416?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is loty_p@hotmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Give me just one second. Okay. What plans were you wanting to enroll into?

Speaker speaker_1: Again it's the, uh, the Stay Healthy MEC, and the VIP Standard, and, and a dental.

Speaker speaker_0: Okay. Is that everything?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now we have two different MEC plans. Are you referring to the MEC-Enhanced or the MEC TeleRx?

Speaker speaker_1: The, the tele... Excuse me. It's the, the TeleRx.

Speaker speaker_0: Okay. And you're wanting all this for employee only, correct?

Speaker speaker_1: Uh, for, for the family.

Speaker speaker_0: For employee plus family?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So the VIP Standard Dental and MEC TeleRx for employee plus family would be \$87.44 a week.

Speaker speaker_1: Correct.

Speaker speaker_0: Now, I do want to let you know that all three of these plans are under Section 125. Basically that is an IRS code that allows you to pay your share of the premium with..... I'm sorry?

Speaker speaker_1: Oh, hello? I'm sorry. All right. You, you were breaking up.

Speaker speaker_0: Okay. So I was just-

Speaker speaker_1: Hello?

Speaker speaker_0: ... letting you know that all three... Can you hear me?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All three of these plans are under Section 125, which is an IRS code. This code allows you to pay, uh, your share of the premium with pre-tax dollars. Because of that, the IRS does put stipulations on when you're able to change or cancel the plans once you're enrolled. Um, so, of course, you do have your personal, personal open enrollment period to get enrolled into benefits, to make changes or cancellations, which for you, that ends tomorrow, the 29th. Um, outside of your personal open enrollment period, the only time you will be able to cancel or change these plans is during the company's open enrollment period that they have yearly, unless you experience a qualifying life event.

Speaker speaker_1: Okay.

Speaker speaker_0: So, um, the actual enrollment will take about one to two weeks to be processed through payroll. Once you see that first deduction come out of your check, the coverage will start the following Monday. And then, um, once the coverage is active, your ID

cards are made and sent to you within seven to ten business days. Um, majority of the ID cards are mailed, so the MEC TeleRx and the dental are going to be mailed to you. But the ID card for the VIP Standard is gonna be emailed.

Speaker speaker_1: Okay.

Speaker speaker_0: And then let me go ahead and get your dependents listed. Um, what is your spouse's name?

Speaker speaker_1: It is, uh, Myhasa, M-Y-H-A-S-A. Her middle name is L-I-N-N. Last name Phinmasane, P-H-I-N-M-A-S-A-N-E.

Speaker speaker_0: All right. Her date of birth?

Speaker speaker_1: It is, uh, September 30th, 1976.

Speaker speaker_0: ... and then full Social.

Speaker speaker_2: Uh, it is 557-95-7671.

Speaker speaker_0: Okay. And then how many children are we listing?

Speaker speaker_2: Two.

Speaker speaker_0: Two? Okay. The first child's name?

Speaker speaker_2: Will be, uh, Donovan. Uh, middle name is T-S-I-L-E-E. Last name, Kimson.

Speaker speaker_0: Okay. Do you mind spelling that first name for me?

Speaker speaker_2: Oh. It's, uh, D-O-N-V-O... Sorry, sorry. D-O-N-O-V-A-N.

Speaker speaker_0: Okay, so D-O-N-O-V-A-N. And then the middle name is?

Speaker speaker_2: It's Tsilee. T-S-I-, uh, L-E-E.

Speaker speaker_0: Okay. And then same last name, and is this, uh, a male?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. Date of birth?

Speaker speaker_2: Uh, July 24, '04.

Speaker speaker_0: And then full Social.

Speaker speaker_2: It's, uh, 609-47-1740.

Speaker speaker_0: All right. And who's next?

Speaker speaker_2: Uh, it will be Kairyann. It is K-A-I-R-Y-A-N. Her middle is L-I-N-N. Same last name, Kimson.

Speaker speaker_0: All right. And then date of birth?

Speaker speaker_2: Uh, July 18, 2011.

Speaker speaker_0: Okay. And, um, full Social?

Speaker speaker_2: It's 177-97-7982.

Speaker speaker_0: All righty. And that's everybody?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. All righty, so I went ahead and got you enrolled. And, um, did you have any other questions for me?

Speaker speaker_2: Uh, I do not, no.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_2: Thank you. Y- you as well.

Speaker speaker_0: Thank you.

Speaker speaker_2: Yeah.

Speaker speaker_0: Bye-bye.

Speaker speaker_2: Bye.