

Transcript: VICTORIA

Taylor-5530345209282560-5137708962758656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is ... Cindy Thornton, how can I help you? Yes, ma'am. I had just got a, uh, text from you guys and it said that I had, uh, 30 days from the day of my paycheck to enroll for my benefits. Okay. Um, do you know what you're wanting to enroll into? Okay. What is, uh, the benefits that y'all have? I want it on me and my son. Okay. Um, well, there's a couple different medical plans to choose from. Uh-huh. Um, there's also things like, uh, dental, vision. Yeah. Um... Like... Mm-hmm. So there's... Yeah. I mean, there's a, there's a couple different ones to choose from. Uh, if you'd like- Mm-hmm. I can email you a copy of the benefits guide, if you wanna look over the different plans. Uh-huh. Okay. And then, uh, you can call us back from there once you know what you wanna enroll into. Okay. Okay. And you're a new hire with Partners Personnel, is that right? Yes, ma'am. Okay. Gotcha. What would be a good email to send that to? It's Lisa... Everything in lower case. It's lisahwal73@gmail.com. All righty. Um, and with new hires, just to let you know, they typically give you 30 days from the date of your first check to get enrolled. Mm-hmm. So as soon as you know what specific plans you want to enroll into- Okay. Mm-hmm. ... just give us a call back. I surely will. Yes, ma'am. Did you have any questions for me? No, ma'am, 'cause I know I wanted the dental, the vision and the medical. Like the short... 'Cause y'all do have the short-term and the long-term too, right? Uh, we just do short-term, not long-term. Okay, short-term, okay. I definitely want that. I want dental, I want the vision and I want the medical. Okay. Yeah, I would definitely- That's my plan. Um... Yeah, that's no problem. I would definitely look at the medical plans. Mm-hmm. Um, there's a couple different ones. There's about five of them, maybe six. Mm-hmm. Mm-hmm. Um, but they... On pages two and three, there's actually a chart that will break down the medical plans and inside the chart- Mm-hmm. ... is the specific dollar amount the insurance will pay for the different benefits. Um... Okay. And then there's another medical plan on page seven, um, that you, you might wanna look out for as well. Okay. Yeah. All righty then. I'll look over them and I'll give you a call back soon as possible. Yes, ma'am. You have a wonderful day. You too. Thank you. Bye-bye. Bye-bye. Mm. I like that one. Yeah, that's it.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card, this is ... Cindy Thornton, how can I help you?

Speaker speaker_2: Yes, ma'am. I had just got a, uh, text from you guys and it said that I had, uh, 30 days from the day of my paycheck to enroll for my benefits.

Speaker speaker_1: Okay. Um, do you know what you're wanting to enroll into?

Speaker speaker_2: Okay. What is, uh, the benefits that y'all have? I want it on me and my son.

Speaker speaker_1: Okay. Um, well, there's a couple different medical plans to choose from.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Um, there's also things like, uh, dental, vision.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um...

Speaker speaker_2: Like... Mm-hmm.

Speaker speaker_1: So there's... Yeah. I mean, there's a, there's a couple different ones to choose from. Uh, if you'd like-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I can email you a copy of the benefits guide, if you wanna look over the different plans.

Speaker speaker_2: Uh-huh. Okay.

Speaker speaker_1: And then, uh, you can call us back from there once you know what you wanna enroll into.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: And you're a new hire with Partners Personnel, is that right?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Gotcha. What would be a good email to send that to?

Speaker speaker_2: It's Lisa... Everything in lower case. It's lisahwal73@gmail.com.

Speaker speaker_1: All righty. Um, and with new hires, just to let you know, they typically give you 30 days from the date of your first check to get enrolled.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So as soon as you know what specific plans you want to enroll into-

Speaker speaker_2: Okay. Mm-hmm.

Speaker speaker_1: ... just give us a call back.

Speaker speaker_2: I surely will.

Speaker speaker_1: Yes, ma'am. Did you have any questions for me?

Speaker speaker_2: No, ma'am, 'cause I know I wanted the dental, the vision and the medical. Like the short... 'Cause y'all do have the short-term and the long-term too, right?

Speaker speaker_1: Uh, we just do short-term, not long-term.

Speaker speaker_2: Okay, short-term, okay. I definitely want that. I want dental, I want the vision and I want the medical.

Speaker speaker_1: Okay. Yeah, I would definitely-

Speaker speaker_2: That's my plan.

Speaker speaker_1: Um... Yeah, that's no problem. I would definitely look at the medical plans.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Um, there's a couple different ones. There's about five of them, maybe six.

Speaker speaker_2: Mm-hmm. Mm-hmm.

Speaker speaker_1: Um, but they... On pages two and three, there's actually a chart that will break down the medical plans and inside the chart-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... is the specific dollar amount the insurance will pay for the different benefits. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: And then there's another medical plan on page seven, um, that you, you might wanna look out for as well.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: All righty then. I'll look over them and I'll give you a call back soon as possible.

Speaker speaker_1: Yes, ma'am. You have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye. Mm. I like that one. Yeah, that's it.