

Transcript: VICTORIA

Taylor-5709109148172288-5090255900426240

Full Transcript

Thank you for calling Benefits on Card. This is Victoria. How can I help you? Hello. Um, I'm calling 'cause, uh, I signed up with the Partners Personnel. I was just wondering if I could, uh, cancel my insurance through you guys. Okay. Uh, what's the last four of your social? Uh, 3416. And your first and last name? Uh, Damien Munoz. Okay. Um, do you mind verifying your address and date of birth? Yeah. 5171 Orinda Park Drive. And then, uh, September 2, 2004. What's the city, state and zip code for the address? Uh, Sparks, Nevada 89436. And then phone number, is it 775-345-5888? Uh, it's 775-354-5888. Oh, okay. Uh, 775-354-8588. Yeah. And then email is, uh, first name 49ers@gmail.com? Yes. Okay. I don't see that you're enrolled into anything with us. Oh, really? 'Cause I, I called Partners Personnel, uh, right before I called you guys. They said to contact you. Okay. Did you previously fill out an enrollment form requesting coverage? Um, no. I, when I... It was my first time going through, uh, the temp agency and then the, the lady asked me if I would like insurance, and at the time I said yeah. And then, uh, I was just trying to cancel and I haven't been able to reach out to them since they close at 5:00, and that's like my work hours. So, I was able to call through my break, uh, right now and they said, uh, contact you. So I don't know if she signed me up for it or not, but it's only been, uh, almost a month since I've been, uh, with them. Did you guys discuss any specific plans that you're wanting to enroll into? Because like I said, I mean, I don't see anything that you're enrolled into, but, uh, I don't know if you've filled out a actual enrollment form that we need to keep an eye out on. Oh, okay. Gotcha. Um, no, 'cause when... I, I don't know exactly, 'cause I came in and signed up with them, made an account. It, it was to, uh, to work at Bolimo and I think, uh, it was since it was like a temp job, and so I'm fully, uh, hired on, uh, I get more benefits. But that's when she asked me if I wanted to have insurance on it and I said yeah, but going back on that, I didn't want the insurance as of now. Okay. Well, I'm just gonna decline it on my end, um, and then make a note to disregard any enrollment form that we might get. But again, that's something you would have had to fill out and sign on, so I think you should be fine, um, from here, but I'll just make a note. But yeah, I don't re- I don't remember... Okay, sounds good. Yeah. I just don't re-... I don't, uh, remember signing anything when she asked me if I wanted insurance. I think she just said okay and then I think she just said that I should do it on the computer, but I didn't sign anything for that. Okay. I'll just make a note on our end just to disregard any form we might get, and I went ahead and declined it for you. Gotcha. Um, is there anything else that I should, uh, not be concerned with but I should know? 'Cause it's almost a month since I'm in, into the agency and I don't know if there's like a limit to sign up for anything. Medical insurance wise? Uh, insurance or like other benefits. Okay. So we, I mean, we just do the medical benefits, like the medical, dental, vision, term life, um, stuff like that. Oh, okay. Yeah. You have- Gotcha. ... 30 days. Um, basically you have 30 days from the date of your first check to get enrolled into

these benefits. So, for you, you would have until April 9th to enroll- Oh, okay. ... if you're interested. Okay, gotcha. Probably not since I'm still covered under, uh, other insurances right now- Mm-hmm. ... so I think I'll be fine without. Would I, would I ever be able to, um, sign up for it later? Or no? Um, well, Partners Personnel does have a open enrollment every year. Oh, okay. Um, and that might be the only other time that you would be able to get enrolled, once you get outside of your personal open enrollment period which ends on I- April 9th. So, um, the... Partners typically has the company open enrollment period during October of every year. Oh, okay. Near the fall time? Okay. All right. Well, sounds good. Thank you for your help. You're welcome. You have a wonderful day. You as well. Bye-bye. Thank you.

Conversation Format

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

Speaker speaker_1: Hello. Um, I'm calling 'cause, uh, I signed up with the Partners Personnel. I was just wondering if I could, uh, cancel my insurance through you guys.

Speaker speaker_0: Okay. Uh, what's the last four of your social?

Speaker speaker_1: Uh, 3416.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Damien Munoz.

Speaker speaker_0: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. 5171 Orinda Park Drive. And then, uh, September 2, 2004.

Speaker speaker_0: What's the city, state and zip code for the address?

Speaker speaker_1: Uh, Sparks, Nevada 89436.

Speaker speaker_0: And then phone number, is it 775-345-5888?

Speaker speaker_1: Uh, it's 775-354-5888.

Speaker speaker_0: Oh, okay. Uh, 775-354-8588.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then email is, uh, first name 49ers@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I don't see that you're enrolled into anything with us.

Speaker speaker_1: Oh, really? 'Cause I, I called Partners Personnel, uh, right before I called you guys. They said to contact you.

Speaker speaker_0: Okay. Did you previously fill out an enrollment form requesting coverage?

Speaker speaker_1: Um, no. I, when I... It was my first time going through, uh, the temp agency and then the, the lady asked me if I would like insurance, and at the time I said yeah. And then, uh, I was just trying to cancel and I haven't been able to reach out to them since they close at 5:00, and that's like my work hours. So, I was able to call through my break, uh, right now and they said, uh, contact you. So I don't know if she signed me up for it or not, but it's only been, uh, almost a month since I've been, uh, with them.

Speaker speaker_0: Did you guys discuss any specific plans that you're wanting to enroll into? Because like I said, I mean, I don't see anything that you're enrolled into, but, uh, I don't know if you've filled out a actual enrollment form that we need to keep an eye out on.

Speaker speaker_1: Oh, okay. Gotcha. Um, no, 'cause when... I, I don't know exactly, 'cause I came in and signed up with them, made an account. It, it was to, uh, to work at Bolimo and I think, uh, it was since it was like a temp job, and so I'm fully, uh, hired on, uh, I get more benefits. But that's when she asked me if I wanted to have insurance on it and I said yeah, but going back on that, I didn't want the insurance as of now.

Speaker speaker_0: Okay. Well, I'm just gonna decline it on my end, um, and then make a note to disregard any enrollment form that we might get. But again, that's something you would have had to fill out and sign on, so I think you should be fine, um, from here, but I'll just make a note.

Speaker speaker_1: But yeah, I don't re- I don't remember... Okay, sounds good. Yeah. I just don't re-... I don't, uh, remember signing anything when she asked me if I wanted insurance. I think she just said okay and then I think she just said that I should do it on the computer, but I didn't sign anything for that.

Speaker speaker_0: Okay. I'll just make a note on our end just to disregard any form we might get, and I went ahead and declined it for you.

Speaker speaker_1: Gotcha. Um, is there anything else that I should, uh, not be concerned with but I should know? 'Cause it's almost a month since I'm in, into the agency and I don't know if there's like a limit to sign up for anything.

Speaker speaker_0: Medical insurance wise?

Speaker speaker_1: Uh, insurance or like other benefits.

Speaker speaker_0: Okay. So we, I mean, we just do the medical benefits, like the medical, dental, vision, term life, um, stuff like that.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Yeah. You have-

Speaker speaker_1: Gotcha.

Speaker speaker_0: ... 30 days. Um, basically you have 30 days from the date of your first check to get enrolled into these benefits. So, for you, you would have until April 9th to enroll-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... if you're interested.

Speaker speaker_1: Okay, gotcha. Probably not since I'm still covered under, uh, other insurances right now-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... so I think I'll be fine without. Would I, would I ever be able to, um, sign up for it later? Or no?

Speaker speaker_0: Um, well, Partners Personnel does have a open enrollment every year.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Um, and that might be the only other time that you would be able to get enrolled, once you get outside of your personal open enrollment period which ends on I- April 9th. So, um, the... Partners typically has the company open enrollment period during October of every year.

Speaker speaker_1: Oh, okay. Near the fall time? Okay. All right. Well, sounds good. Thank you for your help.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_0: Thank you.