

Transcript: Chris Sofield

(deactivated)-4864345577570304-6392613657067520

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris, how can I help you today? Yeah, I was trying to enroll on... I think today's my last day. Um, could we do this through the phone, or...? Yeah, what staffing company do you work with? Uh, Personal Partners. Partners Personnel? No. Personal Partners in Villa Park. So, is it... So, the name of the company is Personal Partners? Yes, sir. Okay. We don't work with a company called Personal Partners. We work with a company called Partners Personnel. Are you su-... Or is it that? I think... Yeah, it is that one. I'm pretty sure. It seems like it's Personal. Okay. Uh, that wouldn't h- help me at all. We're... We partner with them on a company-wide level. We don't, we don't partner with, like, specific branches or anything. Uh, I guess that's why I was kind of resistant if you need me to... Um, no, that should be fine. Uh, what's the last four of your Social? Uh, 53-54. I mean, 53-50. 5-3-5-0. And your first and last name? Adolfo Morales. All right, Mr. Morales, could you verify your address and your date of birth for me please? Address is 1645 McCall Avenue in Streamwood. Uh, my birthday is, uh, 02/02/1996. Okay. And what state and zip code is your address, sir? Uh, Illinois, uh, zip code is 60107. Thank you. I have a phone on file of 641-6217. Is that correct? Yes, sir. 641-6217. All right. And we have an email on file of adolfo.morales94@icloud.com. Is that correct? Yes, sir. All right. Let's see here. Okay. Yeah, you are still eligible to enroll into insurance benefits. Uh, taking a look, did you have an idea of what you wanted to enroll into? Um, the one that they've been telling me before is to at least have the... for the medical, the PPO. Is there, uh, an option on this one, or...? There, there is no P- there is no PPO option. Uh, none of these plans are con- For the medical? Uh, medical? None of these plans are considered a PPO plan. Okay, um, just a standard one, so I'm guessing the... What is it? VIP Standard? Okay, yeah, VIP Standard, we can do that. Anything else? Uh, so, uh, is that... Does it include all, like, dental, vision, and, uh, medical, or is it just, uh- Yeah. ... yep, yep. Yes, sir, that's medical only. Oh, okay. Let, let, let me pull up a little, uh, email real quick so... So, medical is VIPStandard, that's 19.66, right? Correct. That wou-... That would be deducted out of my paycheck every week? Yes, sir. Okay. Um, which one is the... Additions, uh, benefits... We got dental in here too? Oh, okay. I see. Uh, dental is... Oh, shit. So, I'll get the dental as well? Uh, there's only one main one for the dental, no? There's only a single dental plan. I'll get the dental plan too, for the... just, uh, employee, that's 3.63, right? Yes, sir. Vision, um, I don't really use glasses. Um, so I think I'll just get the w-... the basic one as well. So, dental, medical and vision. Okay. Anything else? That's all three, right? Uh, m- the medical, dental and vision. So, the basics ones. Do you know, um, by how much it'll be, uh, for all three? Uh, how much I'll be getting deducted off for all three? Yes. Is it... If... All of these are just for yourself, correct? Yes, sir. Just for myself. All right, this totals out to \$23.44 per week. Do you authorize Partners Personnel to make those deductions? Uh, how much was the bill

one more time? \$23- \$23.44. Yes, sir. Uh, I approve. All right. So, it's going to take about one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following us receiving that deduction information is when your policies should become effective. Please be aware that these plans are known as Section 125 plans. Section 125 is an IRS regulation that allows partners to make the deductions for the plans pre-tax. However, because they allow this to happen, they then require that you stay enrolled into these plans as long as your attempt through Partners. As such, uh, you're only allowed to make changes to these plans or even cancel these plans during your el-... your new hire eligibility window, of which today is the last day, or open enrollment once a year, typically in, I believe, October. Um, so if after today, um, if you still move forward with these insurance plans, you are locked into these insurance plans until Octo-... uh, October next year at the earliest. Uh, the only exception- Okay, um... I mean, the only exception of that is if you have a qualifying life event, something like getting married, getting divorced, having a child, adopting a child, uh, getting insurance or losing insurance from another insurance company. Uh, those would... Uh, we can review those and see what kind of changes you are eligible for at that time. Um, but yeah, and again, this is a... This is only so long as you're an attempt through Partners. If you leave Partners and you hire- Sorry, bro. If you get hired on or any- Sorry, bro. If you get hired on or if you quit or anything like that, um, and you're no longer getting paid by Partners, then obviously it's not going to... i- it can't deduct for anything because Okay. Um, so, uh, I hold out till October next year and I should get it within no more than two weeks in the mail? So, so again, it'll take one to two weeks for the enrollment to process. Once it's processed we still have to wait for Partners to take those deductions out of your checks. Once they've done that, they send that information to us. Whenever they send it to us, we... You're, um... Whenever we receive it, your policy is effective the following Monday after the day we receive it. Once your policy is effective, it then takes another one to two weeks after that for any ID cards to arrive. So- Okay. ... no, ID cards wouldn't show up- Okay. ... in the next two weeks. Um, ID... Based on, based on, uh, everything, it could take anywhere from two to five weeks before ID cards show up- Okay. ... depending on how quickly everything moves through Partner systems. And I can get any information through where? If I need, uh, any information or... It won't be, uh, active till I get the physical card? So, your policy is effective again the Monday following us receiving that deduction information. Uh, you can- Okay. ... give us a call. The, uh... You can, like once you see the, uh, the deduction out of your check, you can give us a call the fo- the following week to check to see if it's active yet. If it is, then we may be able to provide information. If it's not, we'll let you know. Uh, we'll let you know that it's not active at the time, uh, but based on, based on what you see, we may be able to provide you an, a, an... like a date of when it should go into effect and when you should... like kind of a timeframe of when you should get your ID cards from there. Okay. Um, well this, this is all I needed to ask about and- All right. All right. Anything else? No, that should be it. All right. Thanks again for calling and have a wonderful day. I can always call back if I need more questions, right? Uh, yes, sir. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. We will just be closed next, uh, Thursday and Friday in observance of Thanksgiving. For sure. Thank you very much. All right. No problem. Thanks again for calling and have a wonderful day. You too. Thanks.

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 Chris, how can I help you today?

Speaker speaker_2: Yeah, I was trying to enroll on... I think today's my last day. Um, could we do this through the phone, or...?

Speaker speaker_1: Yeah, what staffing company do you work with?

Speaker speaker_2: Uh, Personal Partners.

Speaker speaker_1: Partners Personnel?

Speaker speaker_2: No. Personal Partners in Villa Park.

Speaker speaker_1: So, is it... So, the name of the company is Personal Partners?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. We don't work with a company called Personal Partners. We work with a company called Partners Personnel. Are you su-... Or is it that?

Speaker speaker_2: I think... Yeah, it is that one. I'm pretty sure. It seems like it's Personal.

Speaker speaker_1: Okay. Uh, that wouldn't h- help me at all. We're... We partner with them on a company-wide level. We don't, we don't partner with, like, specific branches or anything.

Speaker speaker_2: Uh, I guess that's why I was kind of resistant if you need me to...

Speaker speaker_1: Um, no, that should be fine. Uh, what's the last four of your Social?

Speaker speaker_2: Uh, 53-54. I mean, 53-50. 5-3-5-0.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Adolfo Morales.

Speaker speaker_1: All right, Mr. Morales, could you verify your address and your date of birth for me please?

Speaker speaker_2: Address is 1645 McCall Avenue in Streamwood. Uh, my birthday is, uh, 02/02/1996.

Speaker speaker_1: Okay. And what state and zip code is your address, sir?

Speaker speaker_2: Uh, Illinois, uh, zip code is 60107.

Speaker speaker_1: Thank you. I have a phone on file of 641-6217. Is that correct?

Speaker speaker_2: Yes, sir. 641-6217.

Speaker speaker_1: All right. And we have an email on file of adolfo.morales94@icloud.com. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Let's see here. Okay. Yeah, you are still eligible to enroll into insurance benefits. Uh, taking a look, did you have an idea of what you wanted to enroll into?

Speaker speaker_2: Um, the one that they've been telling me before is to at least have the... for the medical, the PPO. Is there, uh, an option on this one, or...?

Speaker speaker_1: There, there is no P- there is no PPO option. Uh, none of these plans are con-

Speaker speaker_2: For the medical? Uh, medical?

Speaker speaker_1: None of these plans are considered a PPO plan.

Speaker speaker_2: Okay, um, just a standard one, so I'm guessing the... What is it? VIP Standard?

Speaker speaker_1: Okay, yeah, VIP Standard, we can do that. Anything else?

Speaker speaker_2: Uh, so, uh, is that... Does it include all, like, dental, vision, and, uh, medical, or is it just, uh-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... yep, yep.

Speaker speaker_1: Yes, sir, that's medical only.

Speaker speaker_2: Oh, okay. Let, let, let me pull up a little, uh, email real quick so... So, medical is VIPStandard, that's 19.66, right?

Speaker speaker_1: Correct.

Speaker speaker_2: That wou-... That would be deducted out of my paycheck every week?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Um, which one is the... Additions, uh, benefits... We got dental in here too? Oh, okay. I see. Uh, dental is... Oh, shit. So, I'll get the dental as well? Uh, there's only one main one for the dental, no?

Speaker speaker_1: There's only a single dental plan.

Speaker speaker_2: I'll get the dental plan too, for the... just, uh, employee, that's 3.63, right?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Vision, um, I don't really use glasses. Um, so I think I'll just get the w-... the basic one as well. So, dental, medical and vision.

Speaker speaker_1: Okay. Anything else?

Speaker speaker_2: That's all three, right? Uh, m- the medical, dental and vision. So, the basics ones. Do you know, um, by how much it'll be, uh, for all three? Uh, how much I'll be getting deducted off for all three?

Speaker speaker_1: Yes. Is it... If... All of these are just for yourself, correct?

Speaker speaker_2: Yes, sir. Just for myself.

Speaker speaker_1: All right, this totals out to \$23.44 per week. Do you authorize Partners Personnel to make those deductions?

Speaker speaker_2: Uh, how much was the bill one more time? \$23-

Speaker speaker_1: \$23.44.

Speaker speaker_2: Yes, sir. Uh, I approve.

Speaker speaker_1: All right. So, it's going to take about one to two weeks for this enrollment to process. Once processing is complete, you should start seeing those deductions coming out of your checks. The Monday following us receiving that deduction information is when your policies should become effective. Please be aware that these plans are known as Section 125 plans. Section 125 is an IRS regulation that allows partners to make the deductions for the plans pre-tax. However, because they allow this to happen, they then require that you stay enrolled into these plans as long as your attempt through Partners. As such, uh, you're only allowed to make changes to these plans or even cancel these plans during your el... your new hire eligibility window, of which today is the last day, or open enrollment once a year, typically in, I believe, October. Um, so if after today, um, if you still move forward with these insurance plans, you are locked into these insurance plans until Octo... uh, October next year at the earliest. Uh, the only exception-

Speaker speaker_2: Okay, um...

Speaker speaker_1: I mean, the only exception of that is if you have a qualifying life event, something like getting married, getting divorced, having a child, adopting a child, uh, getting insurance or losing insurance from another insurance company. Uh, those would... Uh, we can review those and see what kind of changes you are eligible for at that time. Um, but yeah, and again, this is a... This is only so long as you're an attempt through Partners. If you leave Partners and you hire-

Speaker speaker_2: Sorry, bro.

Speaker speaker_1: If you get hired on or any-

Speaker speaker_2: Sorry, bro.

Speaker speaker_1: If you get hired on or if you quit or anything like that, um, and you're no longer getting paid by Partners, then obviously it's not going to... i- it can't deduct for anything because

Speaker speaker_2: Okay. Um, so, uh, I hold out till October next year and I should get it within no more than two weeks in the mail?

Speaker speaker_1: So, so again, it'll take one to two weeks for the enrollment to process. Once it's processed we still have to wait for Partners to take those deductions out of your checks. Once they've done that, they send that information to us. Whenever they send it to us, we... You're, um... Whenever we receive it, your policy is effective the following Monday after the day we receive it. Once your policy is effective, it then takes another one to two weeks after that for any ID cards to arrive. So-

Speaker speaker_2: Okay.

Speaker speaker_1: ... no, ID cards wouldn't show up-

Speaker speaker_2: Okay.

Speaker speaker_1: ... in the next two weeks. Um, ID... Based on, based on, uh, everything, it could take anywhere from two to five weeks before ID cards show up-

Speaker speaker_2: Okay.

Speaker speaker_1: ... depending on how quickly everything moves through Partner systems.

Speaker speaker_2: And I can get any information through where? If I need, uh, any information or... It won't be, uh, active till I get the physical card?

Speaker speaker_1: So, your policy is effective again the Monday following us receiving that deduction information. Uh, you can-

Speaker speaker_2: Okay.

Speaker speaker_1: ... give us a call. The, uh... You can, like once you see the, uh, the deduction out of your check, you can give us a call the following week to check to see if it's active yet. If it is, then we may be able to provide information. If it's not, we'll let you know. Uh, we'll let you know that it's not active at the time, uh, but based on, based on what you see, we may be able to provide you an, a, an... like a date of when it should go into effect and when you should... like kind of a timeframe of when you should get your ID cards from there.

Speaker speaker_2: Okay. Um, well this, this is all I needed to ask about and-

Speaker speaker_1: All right. All right. Anything else?

Speaker speaker_2: No, that should be it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: I can always call back if I need more questions, right?

Speaker speaker_1: Uh, yes, sir. We're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. We will just be closed next, uh, Thursday and Friday in observance of Thanksgiving.

Speaker speaker_2: For sure. Thank you very much.

Speaker speaker_1: All right. No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Thanks.