

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. I got a text message saying that I could sign up for benefits. Okay. Were you looking to enroll into any health insurance benefits at this time? Um... Well, is that what it is? That's a kind of benefit? Yes, ma'am. Um, so... So... Yeah. It's like, it says I can enroll within the first 30 days of my first paycheck. Yes, that is correct. That's your eligibility window to enroll into any health insurance if you want. Okay. Okay, um, if I can... Can I sign up for it? Yes. What staffing company do you work with? I work with Partners Personnel. And the last four of your Social? 5835 ... 10. And your first and last name? Arlene Ibarra. All right, Ms. Ibarra, could you verify your address and your date of birth, please? Yeah. It's, uh, 11121 Bloomfield Avenue, Santa Fe Springs, California 90670. And you said my Social? What was that? My what? Your date of birth. My date of birth is May 31st, 1992. Thank you. The phone I have on file, 562-616-2936. Is that correct? Correct. All right. And did you have an idea of what kind of insurance you wanted to enroll into, or did you need some information on what was available? Can I get some information on what's available? Yes. So, uh, let's see here. Let me check something. All right. So Partners offers a bunch of different options. They offer five different medical policies, along with dental, vision, life insurance, short-term disability, critical illness, and accident coverage. If you would like, uh, I can send you an information packet that goes over... that kind of goes over all those plans, gives you an idea of what all going to be covered, how much they'll take out of your paycheck every week, so on and so forth. Thank you. Uh, just to give you an idea of what, what all is kind of going into this. Um, because from what I see here, it looks like your window, uh, your 30-day window would end on January 1st. However, since we are closed for New Year's Day and New Year's Eve, your last day to call us would be Monday, December the 30th. Um- Okay, yeah. So you have a little bit of time. Um- Okay, perfect. Uh, but if you want, I can email you this information packet. Uh, just confirm. We have your email on file as arleneibarra101210@gmail.com. Arlene Ibarra, 102... What was that? What did you say? 10... 120... Uh, we have Arlene.Ibarra101210... Correct. At gmail.com. At Gmail, okay. Yeah. All right. I'll, I'll send you this information packet. This is going to come from info@benefitsinacard.com If you don't see this in your inbox- Okay. ... please check your spam folder. It might have gotten filtered there. Um- Okay. And then just give that a read through and give us a call back once you have an idea of what you want to enroll into. Okay? Okay. Thank you so much. I appreciate your help. You're very welcome. Thanks again for calling- Okay, thank you. ... and have a wonderful day. You too. Thank you. Goodbye. Goodbye now.

## 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 a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. I got a text message saying that I could sign up for benefits.

Speaker speaker\_1: Okay. Were you looking to enroll into any health insurance benefits at this time?

Speaker speaker\_2: Um... Well, is that what it is? That's a kind of benefit?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Um, so... So... Yeah. It's like, it says I can enroll within the first 30 days of my first paycheck.

Speaker speaker\_1: Yes, that is correct. That's your eligibility window to enroll into any health insurance if you want.

Speaker speaker\_2: Okay. Okay, um, if I can... Can I sign up for it?

Speaker speaker\_1: Yes. What staffing company do you work with?

Speaker speaker\_2: I work with Partners Personnel.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 5835 ... 10.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Arlene Ibarra.

Speaker speaker\_1: All right, Ms. Ibarra, could you verify your address and your date of birth, please?

Speaker speaker\_2: Yeah. It's, uh, 11121 Bloomfield Avenue, Santa Fe Springs, California 90670. And you said my Social? What was that? My what?

Speaker speaker\_1: Your date of birth.

Speaker speaker\_2: My date of birth is May 31st, 1992.

Speaker speaker\_1: Thank you. The phone I have on file, 562-616-2936. Is that correct?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. And did you have an idea of what kind of insurance you wanted to enroll into, or did you need some information on what was available?

Speaker speaker\_2: Can I get some information on what's available?

Speaker speaker\_1: Yes. So, uh, let's see here. Let me check something. All right. So Partners offers a bunch of different options. They offer five different medical policies, along with dental, vision, life insurance, short-term disability, critical illness, and accident coverage. If you would like, uh, I can send you an information packet that goes over... that kind of goes over all those plans, gives you an idea of what all going to be covered, how much they'll take out of your paycheck every week, so on and so forth.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Uh, just to give you an idea of what, what all is kind of going into this. Um, because from what I see here, it looks like your window, uh, your 30-day window would end on January 1st. However, since we are closed for New Year's Day and New Year's Eve, your last day to call us would be Monday, December the 30th. Um-

Speaker speaker\_2: Okay, yeah.

Speaker speaker\_1: So you have a little bit of time. Um-

Speaker speaker\_2: Okay, perfect.

Speaker speaker\_1: Uh, but if you want, I can email you this information packet. Uh, just confirm. We have your email on file as arleneibarra101210@gmail.com.

Speaker speaker\_2: Arlene Ibarra, 102... What was that? What did you say? 10... 120...

Speaker speaker\_1: Uh, we have Arlene.Ibarra101210...

Speaker speaker\_2: Correct. At gmail.com.

Speaker speaker\_1: At Gmail, okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. I'll, I'll send you this information packet. This is going to come from info@benefitsinacard.com If you don't see this in your inbox-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... please check your spam folder. It might have gotten filtered there. Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then just give that a read through and give us a call back once you have an idea of what you want to enroll into. Okay?

Speaker speaker\_2: Okay. Thank you so much. I appreciate your help.

Speaker speaker\_1: You're very welcome. Thanks again for calling-

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: ... and have a wonderful day.

Speaker speaker\_2: You too. Thank you. Goodbye.

Speaker speaker\_1: Goodbye now.