

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? So, um, I had received a message on, uh, my phone number and it was telling me to enroll into benefits for the company that I work for. Okay. Yeah, so, um, we're plan administrator for health insurance benefits for staffing companies. Were you looking to enroll- Go ahead. ... in their health insurance at this time? Um, yeah. I don't know if you guys are connected to Partners Personnel, but that's the number I- I- I received your guyses number from that company, um- Yes, Partners is one of those- ... while I was Yeah, Partners is one of the- Yeah. ... one of the companies that we partner- that we're affiliated with. Um, if you're looking- Oh, okay. ... to enroll in our benefits, yeah, I can go ahead and look and see what you're eligible for. Um, what's- Yeah. ... the last four of your social? Um, it's zero- uh, 0060. 0060? Yeah. Okay. And your first and last name? Aaron Aranda. A-R-A-N-D-A. All right, Mr. Aranda, could you verify your address and date of birth, please? Uh, 26 East Greenbriar Avenue. Um, and my date of birth is December 4th, 2005. And the rest of the address? I need the city, state and zip as well. Oh, I'm sorry. Okay, yeah. So it's 26 East Greenbriar Avenue at Chicago Heights, Illinois, zip code 60411. Thank you. Then we have a, uh, phone number of 539-5728. Is that correct? Yep. All right. And then, yes, you are currently eligible for all benefits through Partners Personnel as far as medical goes. Um, the- they offer a couple of different options. They offer five different, um, plans for medical, and then add-ons for dental, for vision, uh, life insurance, short-term disability, critical illness, accident coverage, mental health services, identity protections, things like that. Um- Okay. ... did you have any sort of idea of what kind of insurance you wanted or if, uh- Uh- ... or did you just need some information on what was available? What was available. But, um, in terms of insurance, I didn't know what I was eligible for, in terms of, um, like, for- from the company, but I just wanted to see what it was first. But if I did enroll, what can I enroll for? It... Pretty much any of the benefits that I've listed off, so like medical, dental, vision and so on and so forth. Um, if you would like, I can actually email you an information packet that goes over the benefits that Partners Personnel offers, goes over all the plans available, what kinds of services they would cover, how much they would cost coming out of your check every week, all the information that you may need to be able to make that decision. Um, can you confirm we have your email on file as arandaaron86 at gmail.com? Yep. All right. I will go ahead and send you this information packet. This is coming from info at benefits in a card dot com. If you don't see this in your- Okay. ... inbox, check your spam folder. It might have gotten filtered there. Give that a read through and then- Okay. ... just give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Just, we'll be closed next Tuesday and Wednesday 'cause of the New Year's. But other than those two days, just give us a call back and we'll, we'll be able to help you out. Okay, that's cool. All right. Anything else? Not as of

yet. All right. Thanks for calling and have a wonderful day. All right. You too. Thank you. Okay, bye-bye.

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: So, um, I had received a message on, uh, my phone number and it was telling me to enroll into benefits for the company that I work for.

Speaker speaker_1: Okay. Yeah, so, um, we're plan administrator for health insurance benefits for staffing companies. Were you looking to enroll-

Speaker speaker_2: Go ahead.

Speaker speaker_1: ... in their health insurance at this time?

Speaker speaker_2: Um, yeah. I don't know if you guys are connected to Partners Personnel, but that's the number I- I- I received your guyses number from that company, um-

Speaker speaker_1: Yes, Partners is one of those-

Speaker speaker_2: ... while I was

Speaker speaker_1: Yeah, Partners is one of the-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... one of the companies that we partner- that we're affiliated with. Um, if you're looking-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... to enroll in our benefits, yeah, I can go ahead and look and see what you're eligible for. Um, what's-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... the last four of your social?

Speaker speaker_2: Um, it's zero- uh, 0060.

Speaker speaker_1: 0060?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Aaron Aranda. A-R-A-N-D-A.

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

Speaker speaker_2: Uh, 26 East Greenbriar Avenue. Um, and my date of birth is December 4th, 2005.

Speaker speaker_1: And the rest of the address? I need the city, state and zip as well.

Speaker speaker_2: Oh, I'm sorry. Okay, yeah. So it's 26 East Greenbriar Avenue at Chicago Heights, Illinois, zip code 60411.

Speaker speaker_1: Thank you. Then we have a, uh, phone number of 539-5728. Is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. And then, yes, you are currently eligible for all benefits through Partners Personnel as far as medical goes. Um, the- they offer a couple of different options. They offer five different, um, plans for medical, and then add-ons for dental, for vision, uh, life insurance, short-term disability, critical illness, accident coverage, mental health services, identity protections, things like that. Um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... did you have any sort of idea of what kind of insurance you wanted or if, uh-

Speaker speaker_2: Uh-

Speaker speaker_1: ... or did you just need some information on what was available?

Speaker speaker_2: What was available. But, um, in terms of insurance, I didn't know what I was eligible for, in terms of, um, like, for- from the company, but I just wanted to see what it was first. But if I did enroll, what can I enroll for?

Speaker speaker_1: It... Pretty much any of the benefits that I've listed off, so like medical, dental, vision and so on and so forth. Um, if you would like, I can actually email you an information packet that goes over the benefits that Partners Personnel offers, goes over all the plans available, what kinds of services they would cover, how much they would cost coming out of your check every week, all the information that you may need to be able to make that decision. Um, can you confirm we have your email on file as arandaaron86 at gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. I will go ahead and send you this information packet. This is coming from info at benefits in a card dot com. If you don't see this in your-

Speaker speaker_2: Okay.

Speaker speaker_1: ... inbox, check your spam folder. It might have gotten filtered there. Give that a read through and then-

Speaker speaker_2: Okay.

Speaker speaker_1: ... just give us a call back. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Just, we'll be closed next Tuesday and Wednesday 'cause of the New Year's. But other than those two days, just give us a call back and we'll, we'll be able to help you out.

Speaker speaker_2: Okay, that's cool.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: Not as of yet.

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

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: Okay, bye-bye.