

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. Um, my name is Emily and I just got contacted regarding, um, receiving benefits after my first paycheck through Partners and I just wanted more information on that. Okay. Was it, like, a text message just advising that you were eligible? Um, yeah. It just said that I was eligible, um, and to contact this number. Okay. Yeah. So that, that's... Yeah. That's pretty much just Partners' personnel letting you know that, um, as a new hire with them, you're eligible to enroll in the health insurance benefits from them if you wish to do so- Mm-hmm. ... and you can contact with us regarding actually enrolling into those benefits. Um, your window to enroll into anything is going to be the first 30 days after your first paycheck. Um, so during that 30-day window, you're allowed to enroll into whatever plans you wish to enroll into. Uh, if you need information on the benefits themselves, if, uh, if there wasn't anything at, like, a Partners office to sh- to, uh, for you to look through or anything like that, do you want to provide me with an email address so I can email an information packet to you that goes over what plans they have, what kind of services they'll cover, and how much each plan will c- would take out of your paycheck every week to pay for the premium? Mm-hmm. Um, yes. If you could forward that to me, that'd be perfect. Yeah. Go ahead and, uh, g- go ahead and provide your email address and I'll go ahead and get that out to you. Okay. So, um, are you... Uh, let me know when you're ready. Go ahead. So it's E-M-Y-L-I-E, angel, @outlook.com. All right. I'll send this on over to that email address. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Okay? Okay. Perfect. Thank you so much. No problem. Thanks again for calling and have a wonderful day. You too. Thank you. Bye-bye. Bye 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. Um, my name is Emily and I just got contacted regarding, um, receiving benefits after my first paycheck through Partners and I just wanted more information on that.

Speaker speaker_1: Okay. Was it, like, a text message just advising that you were eligible?

Speaker speaker_2: Um, yeah. It just said that I was eligible, um, and to contact this number.

Speaker speaker_1: Okay. Yeah. So that, that's... Yeah. That's pretty much just Partners' personnel letting you know that, um, as a new hire with them, you're eligible to enroll in the health insurance benefits from them if you wish to do so-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and you can contact with us regarding actually enrolling into those benefits. Um, your window to enroll into anything is going to be the first 30 days after your first paycheck. Um, so during that 30-day window, you're allowed to enroll into whatever plans you wish to enroll into. Uh, if you need information on the benefits themselves, if, uh, if there wasn't anything at, like, a Partners office to sh- to, uh, for you to look through or anything like that, do you want to provide me with an email address so I can email an information packet to you that goes over what plans they have, what kind of services they'll cover, and how much each plan will c- would take out of your paycheck every week to pay for the premium?

Speaker speaker_2: Mm-hmm. Um, yes. If you could forward that to me, that'd be perfect.

Speaker speaker_1: Yeah. Go ahead and, uh, g- go ahead and provide your email address and I'll go ahead and get that out to you.

Speaker speaker_2: Okay. So, um, are you... Uh, let me know when you're ready.

Speaker speaker_1: Go ahead.

Speaker speaker_2: So it's E-M-Y-L-I-E, angel, @outlook.com.

Speaker speaker_1: All right. I'll send this on over to that email address. This is coming from info@benefitsinacard.com. If you don't see this in your inbox, just check your spam folder. It might have gotten filtered there. Okay?

Speaker speaker_2: Okay. Perfect. Thank you so much.

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

Speaker speaker_2: You too. Thank you. Bye-bye.

Speaker speaker_1: Bye now.