

Transcript: Chris Sofield

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Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi Chris. I started working for Partners Personnel right around a month ago and I was told I only have this week to sign up for benefits. Okay. Um, yeah, 'cause you, you would have 30 days from the date of your first check to enroll with any insurance benefits. I can check to see kind of where that deadline falls. Um, what's the last four of your Social Security? Okay. 9033. And your first and last name? Tom Grafton. G-R-A-F-T-O-N. Okay. So you probably have me under Thomas. Oh, we got it under Tom. Can you verify your- Oh. ... address and your date of birth for me? 250 Ironbark Way, Bolingbrook, Illinois, 60440, uh, 4/17/1967. Thank you. I've got a phone number on file showing up as 542-7890. Is that correct? Yes, it is. All right. So no, it's not up until the end of this week. You've actually got two weeks. You've got until February the 26th to enroll in anything. Oh. Oh, okay. All right. Did you, uh- Well, what do you got available? Okay. Um, so Partners offers a couple of different options. They have five different, uh, options for medical, um, which all cover various different things. And then, um, they have options and add-ons for dental, uh, for vision, life insurance, critical illness, uh, short-term disability, accident coverage, mental health services, identity protection, and then add-ons for a standalone prescription policy, and a virtual care s- uh, service kind of like Teladoc. Um- Oh. If you've got an i- a basic idea of what kind of insurance you want, then we can kind of go over that. If you feel it might work out better for you, since you do have some time to review things, I can also email you a copy of the insurance be- uh, benefits guide that goes over all the plans that Partners offers, gives like a quick overview of what they'll cover as well as including any cost, um, pricing for what's going to deduct out of your paycheck for the insurance premiums. Oh. Okay. Yeah, why don't you do that? Send me the, the information, I can look it over in a couple of days here. Okay. Um, can you confirm, we've got your email on file as 92flhs@comcast.net? That's correct. All right. So I'll send this on over to you. This is coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Give this a read through and then just give us a call back once you have an idea of what you want. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Okay? All right. Sounds good. Thanks. No problem. Thanks again for calling and have a wonderful day. You too. Bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Hi Chris. I started working for Partners Personnel right around a month ago and I was told I only have this week to sign up for benefits.

Speaker speaker_0: Okay. Um, yeah, 'cause you, you would have 30 days from the date of your first check to enroll with any insurance benefits. I can check to see kind of where that deadline falls. Um, what's the last four of your Social Security?

Speaker speaker_1: Okay. 9033.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tom Grafton. G-R-A-F-T-O-N.

Speaker speaker_0: Okay.

Speaker speaker_1: So you probably have me under Thomas.

Speaker speaker_0: Oh, we got it under Tom. Can you verify your-

Speaker speaker_1: Oh.

Speaker speaker_0: ... address and your date of birth for me?

Speaker speaker_1: 250 Ironbark Way, Bolingbrook, Illinois, 60440, uh, 4/17/1967.

Speaker speaker_0: Thank you. I've got a phone number on file showing up as 542-7890. Is that correct?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: All right. So no, it's not up until the end of this week. You've actually got two weeks. You've got until February the 26th to enroll in anything.

Speaker speaker_1: Oh. Oh, okay.

Speaker speaker_0: All right. Did you, uh-

Speaker speaker_1: Well, what do you got available?

Speaker speaker_0: Okay. Um, so Partners offers a couple of different options. They have five different, uh, options for medical, um, which all cover various different things. And then, um, they have options and add-ons for dental, uh, for vision, life insurance, critical illness, uh, short-term disability, accident coverage, mental health services, identity protection, and then add-ons for a standalone prescription policy, and a virtual care s- uh, service kind of like Teladoc. Um-

Speaker speaker_1: Oh.

Speaker speaker_0: If you've got an i- a basic idea of what kind of insurance you want, then we can kind of go over that. If you feel it might work out better for you, since you do have some time to review things, I can also email you a copy of the insurance be- uh, benefits guide that goes over all the plans that Partners offers, gives like a quick overview of what they'll cover as well as including any cost, um, pricing for what's going to deduct out of your

paycheck for the insurance premiums.

Speaker speaker_1: Oh. Okay. Yeah, why don't you do that? Send me the, the information, I can look it over in a couple of days here.

Speaker speaker_0: Okay. Um, can you confirm, we've got your email on file as 92flhs@comcast.net?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. So I'll send this on over to you. This is coming from info@benefitsandacard.com. If you don't see this in your inbox, just check your spam folder. It may have gotten filtered there. Give this a read through and then just give us a call back once you have an idea of what you want. We're here Monday through Friday, 8:00 AM to 8:00 PM Eastern. Okay?

Speaker speaker_1: All right. Sounds good. Thanks.

Speaker speaker_0: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye now.