

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Inquire. My name is Stephanie. How can I assist you? Hello? Hello. How can I help you? Yes. Um, yes. I got a message 'cause, um, I... So I'm working with the company of Partners Personal. He's telling me, um, something about benefits. You have 30 days from your first paycheck to enroll in benefits. Okay. Um, so did you just start working with them? Yeah. Okay. So that message is telling you that Partners Personal offers their members healthcare benefits like dental, vision, preventative. Um, there are different plans to choose from. It's totally optional, but if you are interested, um, that is letting you know that you have 30 days from the day that you received your first paycheck to enroll into healthcare benefits. So right now you're in your personal open enrollment period. Um, it's totally optional, like I said, but if you want more information, I can help you with that as well. Um, no, it's fine. Thank you. You're welcome. I hope you have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Inquire. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hello. How can I help you?

Speaker speaker\_2: Yes. Um, yes. I got a message 'cause, um, I... So I'm working with the company of Partners Personal. He's telling me, um, something about benefits. You have 30 days from your first paycheck to enroll in benefits.

Speaker speaker\_1: Okay. Um, so did you just start working with them?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. So that message is telling you that Partners Personal offers their members healthcare benefits like dental, vision, preventative. Um, there are different plans to choose from. It's totally optional, but if you are interested, um, that is letting you know that you have 30 days from the day that you received your first paycheck to enroll into healthcare benefits. So right now you're in your personal open enrollment period. Um, it's totally optional, like I said, but if you want more information, I can help you with that as well.

Speaker speaker\_2: Um, no, it's fine. Thank you.

Speaker speaker\_1: You're welcome. I hope you have a great day.

Speaker speaker\_2: You too.