

## **Transcript: Estefania**

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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. My name is Stephanie. How can I assist you? Hey. So, this is Trent with Partners Personnel. Um, I, um, I got hired... Uh, like, uh, I'm a hiree or however you say that for a temp agency named Part- Partners Personnel. And I just got a text saying, "Welcome to Partners Personnel. You have 30 days for your first, from your first paycheck to enroll in benefits." And it said to call this number for info. Okay. Yeah. So we're the healthcare administrator for 7,000 agencies. One of those agencies is Partners Personnel. So that text messages is letting you know that you have 30 days from the day that you receive your very first check to be able to enroll into any healthcare benefits that they offer. They only offer healthcare benefits depending on how many you were to select, because they do offer different ones, as well as which ones depends on how much the weekly deductions are for those particular plans from your paycheck. And it is, um, weekly deductions. And it's something completely optional, but you will be getting reminders- Okay. ... to let you know that you're within your personal open enrollment period, which means you could qualify for healthcare benefits through them. Oh, but I would have to pay, right? Yeah. It's not free. Um, you would have to pay weekly deductions for these plans, for them to be active. Oh, okay. I was just calling to figure out what it was. That's all. Okay. And it's something completely optional. It's not mandatory, but you will be getting the friendly reminders just to, um, remind you that you're within personal open enrollment. Oh, okay. Yes, sir. Um- Well, thanks for the information. Um, you welcome. Have a nice day. All right. I love you. Thank you.

### **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. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hey. So, this is Trent with Partners Personnel. Um, I, um, I got hired... Uh, like, uh, I'm a hiree or however you say that for a temp agency named Part- Partners Personnel. And I just got a text saying, "Welcome to Partners Personnel. You have 30 days for your first, from your first paycheck to enroll in benefits." And it said to call this number for info.

Speaker speaker\_1: Okay. Yeah. So we're the healthcare administrator for 7,000 agencies. One of those agencies is Partners Personnel. So that text messages is letting you know that

you have 30 days from the day that you receive your very first check to be able to enroll into any healthcare benefits that they offer. They only offer healthcare benefits depending on how many you were to select, because they do offer different ones, as well as which ones depends on how much the weekly deductions are for those particular plans from your paycheck. And it is, um, weekly deductions. And it's something completely optional, but you will be getting reminders-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... to let you know that you're within your personal open enrollment period, which means you could qualify for healthcare benefits through them.

Speaker speaker\_2: Oh, but I would have to pay, right?

Speaker speaker\_1: Yeah. It's not free. Um, you would have to pay weekly deductions for these plans, for them to be active.

Speaker speaker\_2: Oh, okay. I was just calling to figure out what it was. That's all.

Speaker speaker\_1: Okay. And it's something completely optional. It's not mandatory, but you will be getting the friendly reminders just to, um, remind you that you're within personal open enrollment.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Yes, sir. Um-

Speaker speaker\_2: Well, thanks for the information.

Speaker speaker\_1: Um, you welcome. Have a nice day.

Speaker speaker\_2: All right. I love you.

Speaker speaker\_1: Thank you.