

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? Hi, I'm calling 'cause I keep getting a text from you guys about the benefits. Okay. Yes, ma'am. So we're the healthcare administ- administrators for staff and agencies. If you currently started working with the staff and agency or is there within their company open enrollment period, most likely that's why you're getting those messages. What does your message say? Um... It says, uh, "Friendly reminder. Your opportunity to enroll in benefits is coming to an end." What agency do you work for? Uh, Partners Personal or Per- Personal Partners, I'm not sure. Okay. Um, did you just start working with them then? Yeah. Okay. So that means you have 30 days from the day that you receive your first chat to be eligible to enroll into any healthcare benefits that they offer, depending how many plans you select as well as if you choose dependents with these plans, has a lot to do with how much the weekly deductions are for these plans from your paycheck. It is weekly deductions. Um, it's not mandatory. It's something optional, but those are reminders letting you know that you're within your personal open enrollment period. Oh, okay. Were you interested in enrolling? Um, no, it's okay. Okay. In that case, you could just disregard the messages because, um, you will be receiving them as friendly reminders. Okay, thank you. You're welcome. Have a nice 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 in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, I'm calling 'cause I keep getting a text from you guys about the benefits.

Speaker speaker_1: Okay. Yes, ma'am. So we're the healthcare administ- administrators for staff and agencies. If you currently started working with the staff and agency or is there within their company open enrollment period, most likely that's why you're getting those messages. What does your message say?

Speaker speaker_2: Um... It says, uh, "Friendly reminder. Your opportunity to enroll in benefits is coming to an end."

Speaker speaker_1: What agency do you work for?

Speaker speaker_2: Uh, Partners Personal or Per- Personal Partners, I'm not sure.

Speaker speaker_1: Okay. Um, did you just start working with them then?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So that means you have 30 days from the day that you receive your first chat to be eligible to enroll into any healthcare benefits that they offer, depending how many plans you select as well as if you choose dependents with these plans, has a lot to do with how much the weekly deductions are for these plans from your paycheck. It is weekly deductions. Um, it's not mandatory. It's something optional, but those are reminders letting you know that you're within your personal open enrollment period.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Were you interested in enrolling?

Speaker speaker_2: Um, no, it's okay.

Speaker speaker_1: Okay. In that case, you could just disregard the messages because, um, you will be receiving them as friendly reminders.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too.