

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 s- help you? Um, hello. Uh, yeah. I was just calling about the, uh, benefits for, um, Partners Personnel, the a- agency. Um, I work with, um, it's PLZ Corp, uh, in Riverside. I was just... 'Cause they told me to call this number to, uh, try to set up my benefits, I guess. Okay. You say with Partners Personnel? And what are the last four of your social? It's, uh, 8522. For security purposes, could you please verify your full address as well as your date of birth? It's, uh, s- uh, 75 or, uh, 7458 Diamond Street, Riverside, California, and it's, uh, March 4th, 1993. Okay. Thank you. And then, um, is it... number still the 951-987-6946? Yes. Okay. Then I have your email as msilliesar24@gmail.com. Wait, what was it? I'm sorry. It's m and then an s, S-I-L-I-E-Z-A-R24@gmail.com. That's... That's the, um, the email that I'm under? Yes. Is it different? Uh, no. Yeah. It's different now. The thing is that was, um, I, I had had my, one of my aunts help me out with that. I think that's hers because it's her last name and her first initial. Oh. Yeah. Oh, okay. Oh, yeah. If it's not, I can fix it. Oh, yeah. Yeah. It's, um, it's, uh, Chris DeLa or DeLaCruzChristian, uh, 24@gmail.com. What were the numbers? I'm sorry. Wait, uh, let me just make sure because I'm thinking I'm getting it confused with either my last name first or my last name last, but let me just check- Oh, okay. ... on my phone really quick. Yeah. Okay. Just, uh, okay. Hello? Yes, sir. Oh, yeah. It is, um, DeLa, D-E-L-A, and, um, C-R-I-S-T-I-A-N24@gmail.com. Okay. Thank you. Um, I was gonna tell you that in the last 30 days, have you experienced like a loss of benefit, gotten married, divorced, had a baby, or adopted in the last 30 days? Oh. Oh, no. No? No. No. Oh, okay. Um, when did you start working with them? Actually, about going on like three months now, I wanna say. Oh. Um, yeah. Okay. So unfortunately, I can't enroll you right now because to enroll into any benefits, you would have to be within these two periods. You would have to either be in your personal open enrollment period, which they consider the first 30 days after you receive your very first check. So that's your personal open enrollment period. The second period would be when the company is in their company open enrollment, which for Partners Personal, that was last month. Oh, what? Yes. Yeah. That's the thing too. I had g- Yeah. I had gotten a email about something like that actually. And, but the thing is I got a call from somebody saying that they were them trying to get me to give them my information, and I didn't trust it and it didn't sound like Partners Personnel. Yeah. Yeah. That was- 'Cause they're not gonna call me. Yeah. That was probably... I'm not sure. Well, I don't see no notes, but well, it wasn't us, but I'm not- Yeah. That's... Yeah. ... pretty sure if... 'Cause sometimes they do send, um, calls out to let them know- Uh-huh. ... when they're in company open enrollment period. And I know sometimes people don't really trust it. Um, but I'm not sure- Oh, yeah. ... if that was one of the calls that we sent out. Um, I don't see any notes, so I'm not sure if it was us. Yeah. But... Huh.

Normally, they do send out reminders like text messages, emails, or they leave you a voicemail if you don't answer just to let you know, just because, um, those are really the only times that we're able, we're able to enroll you into any benefit is within the first 30 days of you getting your very first check or whenever the company a- as a whole-... is in company open enrollment, which for them was last month. Yeah. Aw, man. Yeah. That's the thing, too. Like, um, with that, I'd have to even pay like a fee for that, huh? Well, um, depending... Well, yeah, all the plans that, that they offer have their deductions to it. Oh. None of them are free. I mean... No, no, yeah. I, I was aware of that part, but the thing is that, um, like you know how you get fined if you don't have insurance? Oh, yeah. That's the part where I'm like, uh, trying to just get that out of the way. But that my company was telling me 'cause they had other people from Partners that they're saying, "Oh, if you're here for Partners, go with this person and they'll help you." But I guess they didn't know about that part. Oh. And I wish they would know that. Yeah. That there's like a window. You can't just enroll whenever you want to. Um, yeah. I guess so, yeah. You either have to be technically a new hire, 'cause the first 30 days of getting your first shot, that's, that means you're new, um, or whenever- Okay. ... the company is in their annually, in their company open enrollment period. Um, and for Partners, that would be next October. Oh, man. Yeah. That's the thing right there. I'm like, 'cause it would... When I do get fined for that, how would I get fined for it, like? That I don't know. Um, I think it's different for every state. Um, we're- Oh, man. ... in South Carolina. We're not in California. Oh. We administrate the benefits for, um, multiple agencies. Yeah. I'm not sure. Oh, man. No, yeah. Uh, an- Yeah, I'll just give my... Sorry about that. It's okay. No, go ahead. You were gonna say something? Oh, no. I was done. Um, but at least you- Oh, my bad. ... know now, um, I mean, you can definitely still enroll, but it would have to be, in other words, next October. Yeah. Oh, man. No, yeah, but that's totally my fault. But thank you, appreciate it. I'm just gonna call the agency and try to see what's going on with that. But thank you for- Yeah, that's fine. 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 s- help you?

Speaker speaker_2: Um, hello. Uh, yeah. I was just calling about the, uh, benefits for, um, Partners Personnel, the a- agency. Um, I work with, um, it's PLZ Corp, uh, in Riverside. I was just... 'Cause they told me to call this number to, uh, try to set up my benefits, I guess.

Speaker speaker_1: Okay. You say with Partners Personnel? And what are the last four of your social?

Speaker speaker_2: It's, uh, 8522.

Speaker speaker_1: For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker_2: It's, uh, s- uh, 75 or, uh, 7458 Diamond Street, Riverside, California, and it's, uh, March 4th, 1993.

Speaker speaker_1: Okay. Thank you. And then, um, is it... number still the 951-987-6946?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Then I have your email as msilliesar24@gmail.com.

Speaker speaker_2: Wait, what was it? I'm sorry.

Speaker speaker_1: It's m and then an s, S-I-L-I-E-Z-A-R24@gmail.com.

Speaker speaker_2: That's... That's the, um, the email that I'm under?

Speaker speaker_1: Yes. Is it different?

Speaker speaker_2: Uh, no. Yeah. It's different now. The thing is that was, um, I, I had had my, one of my aunts help me out with that. I think that's hers because it's her last name and her first initial.

Speaker speaker_1: Oh.

Speaker speaker_2: Yeah.

Speaker speaker_1: Oh, okay.

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: If it's not, I can fix it.

Speaker speaker_2: Oh, yeah. Yeah. It's, um, it's, uh, Chris DeLa or DeLaCruzChristian, uh, 24@gmail.com.

Speaker speaker_1: What were the numbers?

Speaker speaker_2: I'm sorry. Wait, uh, let me just make sure because I'm thinking I'm getting it confused with either my last name first or my last name last, but let me just check-

Speaker speaker_1: Oh, okay.

Speaker speaker_2: ... on my phone really quick.

Speaker speaker_1: Yeah. Okay.

Speaker speaker_2: Just, uh, okay. Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Oh, yeah. It is, um, DeLa, D-E-L-A, and, um, C-R-I-S-T-I-A-N24@gmail.com.

Speaker speaker_1: Okay. Thank you. Um, I was gonna tell you that in the last 30 days, have you experienced like a loss of benefit, gotten married, divorced, had a baby, or adopted in the last 30 days?

Speaker speaker_2: Oh. Oh, no.

Speaker speaker_1: No?

Speaker speaker_2: No. No.

Speaker speaker_1: Oh, okay. Um, when did you start working with them?

Speaker speaker_2: Actually, about going on like three months now, I wanna say.

Speaker speaker_1: Oh.

Speaker speaker_2: Um, yeah.

Speaker speaker_1: Okay. So unfortunately, I can't enroll you right now because to enroll into any benefits, you would have to be within these two periods. You would have to either be in your personal open enrollment period, which they consider the first 30 days after you receive your very first check. So that's your personal open enrollment period. The second period would be when the company is in their company open enrollment, which for Partners Personal, that was last month.

Speaker speaker_2: Oh, what?

Speaker speaker_1: Yes. Yeah.

Speaker speaker_2: That's the thing too. I had g- Yeah. I had gotten a email about something like that actually. And, but the thing is I got a call from somebody saying that they were them trying to get me to give them my information, and I didn't trust it and it didn't sound like Partners Personnel.

Speaker speaker_1: Yeah. Yeah. That was-

Speaker speaker_2: 'Cause they're not gonna call me. Yeah.

Speaker speaker_1: That was probably... I'm not sure. Well, I don't see no notes, but well, it wasn't us, but I'm not-

Speaker speaker_2: Yeah. That's... Yeah.

Speaker speaker_1: ... pretty sure if... 'Cause sometimes they do send, um, calls out to let them know-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... when they're in company open enrollment period. And I know sometimes people don't really trust it. Um, but I'm not sure-

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: ... if that was one of the calls that we sent out. Um, I don't see any notes, so I'm not sure if it was us.

Speaker speaker_2: Yeah.

Speaker speaker_1: But...

Speaker speaker_2: Huh.

Speaker speaker_1: Normally, they do send out reminders like text messages, emails, or they leave you a voicemail if you don't answer just to let you know, just because, um, those are really the only times that we're able, we're able to enroll you into any benefit is within the first 30 days of you getting your very first check or whenever the company a- as a whole-... is in company open enrollment, which for them was last month.

Speaker speaker_2: Yeah. Aw, man. Yeah. That's the thing, too. Like, um, with that, I'd have to even pay like a fee for that, huh?

Speaker speaker_1: Well, um, depending... Well, yeah, all the plans that, that they offer have their deductions to it.

Speaker speaker_2: Oh.

Speaker speaker_1: None of them are free.

Speaker speaker_2: I mean... No, no, yeah. I, I was aware of that part, but the thing is that, um, like you know how you get fined if you don't have insurance?

Speaker speaker_1: Oh, yeah.

Speaker speaker_2: That's the part where I'm like, uh, trying to just get that out of the way. But that my company was telling me 'cause they had other people from Partners that they're saying, "Oh, if you're here for Partners, go with this person and they'll help you." But I guess they didn't know about that part.

Speaker speaker_1: Oh. And I wish they would know that.

Speaker speaker_2: Yeah.

Speaker speaker_1: That there's like a window. You can't just enroll whenever you want to. Um, yeah.

Speaker speaker_2: I guess so, yeah.

Speaker speaker_1: You either have to be technically a new hire, 'cause the first 30 days of getting your first shot, that's, that means you're new, um, or whenever-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the company is in their annually, in their company open enrollment period. Um, and for Partners, that would be next October.

Speaker speaker_2: Oh, man. Yeah. That's the thing right there. I'm like, 'cause it would... When I do get fined for that, how would I get fined for it, like?

Speaker speaker_1: That I don't know. Um, I think it's different for every state. Um, we're-

Speaker speaker_2: Oh, man.

Speaker speaker_1: ... in South Carolina. We're not in California.

Speaker speaker_2: Oh.

Speaker speaker_1: We administrate the benefits for, um, multiple agencies.

Speaker speaker_2: Yeah.

Speaker speaker_1: I'm not sure.

Speaker speaker_2: Oh, man. No, yeah.

Speaker speaker_1: Uh, an-

Speaker speaker_2: Yeah, I'll just give my... Sorry about that.

Speaker speaker_1: It's okay.

Speaker speaker_2: No, go ahead. You were gonna say something?

Speaker speaker_1: Oh, no. I was done. Um, but at least you-

Speaker speaker_2: Oh, my bad.

Speaker speaker_1: ... know now, um, I mean, you can definitely still enroll, but it would have to be, in other words, next October.

Speaker speaker_2: Yeah. Oh, man. No, yeah, but that's totally my fault. But thank you, appreciate it. I'm just gonna call the agency and try to see what's going on with that. But thank you for-

Speaker speaker_1: Yeah, that's fine.

Speaker speaker_2: Okay, thank you.

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

Speaker speaker_2: You too.