

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello. It's just, uh, I wanted to hear about more information for the benefits. Okay. Um, what staff and agency do you work for? I work for a Partners Personnel. And what are the last four of your Social? Oh, give me a second. All right. My last four are 9326. Okay. Okay, thank you. And your first and last name? Uh, Gretel Lopez Ramirez. Okay. For security purposes, could you verify your address and date of birth? All right. So my date of birth is November 9, 2003. And then it's, uh, 9... 950 Jones Mill Road. And then the city and state, please? Cartersville, Georgia. 9... I'm sorry. 678-357-1727 is your phone number? Yeah. 678-357-1727. Yes. And then I have- Oh. ... your first name, last name, lop@yahoo.com? Let me check. Yes. Okay. All right. Did you want me to go ahead and email you the benefit guide? That benefit guide has all the plans that they offer, as well as the prices to those plans. Oh, all right. That'd be great. Mm-hmm. All right. I just went ahead and emailed that to you. Um, do you mind verifying if you've received it? All right. Let me check. Let's see. Yes, I got it. It's called Benefits Guide? Mm-hmm. And I was gonna tell you, they typically give you 30 days from the day that you receive your first check to enroll. If you miss that period, you would have to enroll within company open enrollment, which is done in October. Um, I just looked to see when your deadline day is to enroll or make any changes or cancellations if you do enroll. Um, it would be March 19th. After March 19th, if you call, let's say, the 20th, they're gonna tell you that you have to wait for the next company open enrollment, which is held in October to either enroll or, if you have enrolled, to cancel any of the medical, dental, vision, or make changes- Mm-hmm. ... to those plans. Um, did you want me to explain any of them to you? Um, no, I'm just gonna have a look on my own, and then maybe I'll call back with questions. But... Okay, that's fine. And then just keep in mind, it's weekly deductions from your paycheck. If you do want to enroll, you have till the 19th to call us, okay? All right. Thank you. You're welcome. Have a great day. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello. It's just, uh, I wanted to hear about more information for the benefits.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: I work for a Partners Personnel.

Speaker speaker_0: And what are the last four of your Social?

Speaker speaker_1: Oh, give me a second. All right. My last four are 9326.

Speaker speaker_0: Okay. Okay, thank you. And your first and last name?

Speaker speaker_1: Uh, Gretel Lopez Ramirez.

Speaker speaker_0: Okay. For security purposes, could you verify your address and date of birth?

Speaker speaker_1: All right. So my date of birth is November 9, 2003. And then it's, uh, 9... 950 Jones Mill Road.

Speaker speaker_0: And then the city and state, please?

Speaker speaker_1: Cartersville, Georgia.

Speaker speaker_0: 9... I'm sorry. 678-357-1727 is your phone number?

Speaker speaker_1: Yeah. 678-357-1727.

Speaker speaker_0: Yes. And then I have-

Speaker speaker_1: Oh.

Speaker speaker_0: ... your first name, last name, lop@yahoo.com?

Speaker speaker_1: Let me check. Yes.

Speaker speaker_0: Okay. All right. Did you want me to go ahead and email you the benefit guide? That benefit guide has all the plans that they offer, as well as the prices to those plans.

Speaker speaker_1: Oh, all right. That'd be great.

Speaker speaker_0: Mm-hmm. All right. I just went ahead and emailed that to you. Um, do you mind verifying if you've received it?

Speaker speaker_1: All right. Let me check. Let's see. Yes, I got it. It's called Benefits Guide?

Speaker speaker_0: Mm-hmm. And I was gonna tell you, they typically give you 30 days from the day that you receive your first check to enroll. If you miss that period, you would have to enroll within company open enrollment, which is done in October. Um, I just looked to see when your deadline day is to enroll or make any changes or cancellations if you do enroll. Um, it would be March 19th. After March 19th, if you call, let's say, the 20th, they're gonna tell you that you have to wait for the next company open enrollment, which is held in October to either enroll or, if you have enrolled, to cancel any of the medical, dental, vision, or make changes-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... to those plans. Um, did you want me to explain any of them to you?

Speaker speaker_1: Um, no, I'm just gonna have a look on my own, and then maybe I'll call back with questions. But...

Speaker speaker_0: Okay, that's fine. And then just keep in mind, it's weekly deductions from your paycheck. If you do want to enroll, you have till the 19th to call us, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: Have a good day.