

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Anthony Kane Junior, and I just received, uh, a message, uh, a text message from Doherty 'cause I know I got 30 days to sign up for this car. That's what I... I don't know. Okay. I just- I'm sorry. Okay, I just... Okay, so you just wanted some information then? Uh, if I got... Do I have to sign up? No, it's not mandatory. So... And they don't do any type of auto-enrollment either, so if you don't want to enroll into the healthcare benefits that they offer, um, it's not mandatory, so you don't have to. But that text message is just letting you know that you have 30 days from the time that you receive your very first check to be eligible to enroll into the healthcare benefits that they offer through their staffing agency. Every healthcare plan that they offer has a separate deduction. So depending on how many plans you select as well as if you include dependents with those plans has a lot to do with how much the weekly deduction is from your paycheck. But like I said, it's not mandatory. It's just reminders that you're gonna be receiving. I'm just- Okay. ... to let you know that you only have 30 days. After you've missed those 30 days, um, if you do pass it and let's say you call to enroll, they're gonna have... They're gonna tell you that you have to enroll within company open enrollment, which is another period that employees are eligible for the benefits. Um, but like I said, they don't do any type of auto-enrollment. So if you don't wanna- Right. ... enroll, um, you don't really have to do anything. But if you do wanna enroll, it is important that you call within those 30 days. If not, you're gonna have to wait till the next company open enrollment, um, which I can check to see what month that falls into if you wanna know. So for them, it's in the month of December. Uh, last year- Oh. ... it was between December 23 up until January 31st. And if you enrolled before- Right. ... that company open enrollment, it would be effective on January the 6th of this year. Um, so it look like it just passed and it's usually around the same month every year. So it's definitely gonna be held in- Right. ... December. Um, but yeah. I'm, I'm, I'm, I'm, I'm, I'm, I'm just blown away right now. I... You know, I've... I worked for Doherty m- many, many years ago, like in 1994. I worked for quite a few temps and, and this is my first time ever hearing of a service offering, uh, healthcare. Yeah. They, um... We administrate the healthcare benefits of different staffing agencies and they're one of them. Mm-hmm. I'm not sure if they were with somebody else before though 'cause I know they're new. Wow. Uh- Yeah, but that's a good thing though. Mm-hmm. You know, 'cause some... You know, back in the day, people were getting hurt at temps and, you know, it was hard for them to, to get some, uh, you know, care. So that's a plus. Yes, sir. And like I said- Mm-hmm. ... it's something totally optional. It's not, like, something you have to do 'cause I know some people- Right. ... take it and some people don't. Um, and they don't- Right. ... auto-enroll into anything. So if you didn't want to, you didn't- Right. ... really have to do anything. Okay. So I'm gonna take some time to take a look into it and see what exactly-

Did you want... Mm-hmm. huh? I was gonna ask you to- Sorry. Did you want me to give you the deadline date? 'Cause after those 30 days, if you pass those 30 days, you will have to wait till the month of December to enroll. Right. And it's only here for a month- So what's the deadline? Um, I have to get in your file. Since we do administrate different agencies, different agencies- Yeah. ... offer different plans and different prices. Um, so I would have to get in your file. You said you're with Doherty, and I just need the last four numbers of your Social. 7057. Thank you. Anthony? Anthony Kane, it is. Okay. For security purposes, can you please verify the address that I have on file as well as the date of birth? 3113 Lawrence Road, Brooklyn Center, Minnesota 55429. And what, what, what else you have? Oh, uh, what else you ask for? Um, your birthday. Oh, 3/12/1968. My birthday is Wednesday. Okay. Oh, ha- happy early birthday. Yeah. Okay. Cool. And then I have 763-807-2804? That's correct. Okay. Thank you. All right. So let's see. It looks like your last date of birth... It's gonna be on April. It's gonna be April the 4th. So if you do wanna enroll into the healthcare benefits they offer, you have till April the 4th to, um, give us a call and actually do your enrollment. After April the 4th, if you call on the 7th, which is a Monday, um, they're gonna tell you- Right. ... that unfortunately since you're past your 30 days, that you're gonna have to wait till the next company open enrollment- Okay. ... which is held in the month of December. Okay. Um, did you want me to send you the benefit guide or did you have that already? The what? Um, did you want me to send you the benefit guide that comes with your offer, or do you have that already? No. I'm just look- if, if you can send me some information or do I have to just go on their site and so I can just at least- No, I can- ... read about it? I can send it to you right now. Um, is the email and file a good one? It's malikvan1268@gmail.com. 126... That should be 1258? Okay. 1250-68. 68. Okay. It's malikvan1268@gmail.com. Okay, thank you. Okay, so I'm gonna go ahead and send you that PDF. So that's just gonna have all the plans that they offer with the prices to the plans and it is weekly deductions from your paycheck. Okay. Okay, I'm gonna go ahead... Give me one second. Okay. I went ahead and emailed that to your email file. It should come from an email that says info@benefitsinacard.com. Okay. Um, do you mind verifying that you got it? If you don't see it right away, I would also check your spam and junk file. Okay, let me just check real quick. Yep, Info Benefits Guide. Yes, sir. Did you want me to, um, explain any of the plans or did you just wanna look at it by yourself? Uh, I'm at work right now, so... And I was just on- Oh, you Okay, this one's fun. ... I was on my break. Yeah, and I was on my break, so I decided to just give her a call real quick, you know, to see what's going on. So... A- and I- I'll probably, uh... How long are you guys available? We're open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday. Okay, so probably around... 'Cause I get off at 2:30 and I really, really want to sit down and look at these- Mm-hmm. Yeah, sure. 'Cause I want to make sure I have the benefits, you know, so, so around that time, just give me a little time and, uh, I'll probably be giving you a call. Okay, yeah, that's fine. Um, and then- All right. ... just keep in mind if you don't... If you don't... Uh, if you're not sure yet, um, you have 'til April the 4th, like I said, to enroll. April 4th. All right. So your name is? Um, I can email the plans to you. Mine's Stephanie. Okay. All right. Well, I hope you have a great day. Have a good shift. Well, thank you. You have a wonderful day yourself and thank you for your time. Thank you. Have a nice day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, Stephanie. My name is Anthony Kane Junior, and I just received, uh, a message, uh, a text message from Doherty 'cause I know I got 30 days to sign up for this car. That's what I... I don't know.

Speaker speaker_0: Okay.

Speaker speaker_1: I just-

Speaker speaker_0: I'm sorry.

Speaker speaker_1: Okay, I just... Okay, so you just wanted some information then? Uh, if I got... Do I have to sign up?

Speaker speaker_0: No, it's not mandatory. So... And they don't do any type of auto-enrollment either, so if you don't want to enroll into the healthcare benefits that they offer, um, it's not mandatory, so you don't have to. But that text message is just letting you know that you have 30 days from the time that you receive your very first check to be eligible to enroll into the healthcare benefits that they offer through their staffing agency. Every healthcare plan that they offer has a separate deduction. So depending on how many plans you select as well as if you include dependents with those plans has a lot to do with how much the weekly deduction is from your paycheck. But like I said, it's not mandatory. It's just reminders that you're gonna be receiving. I'm just-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to let you know that you only have 30 days. After you've missed those 30 days, um, if you do pass it and let's say you call to enroll, they're gonna have... They're gonna tell you that you have to enroll within company open enrollment, which is another period that employees are eligible for the benefits. Um, but like I said, they don't do any type of auto-enrollment. So if you don't wanna-

Speaker speaker_1: Right.

Speaker speaker_0: ... enroll, um, you don't really have to do anything. But if you do wanna enroll, it is important that you call within those 30 days. If not, you're gonna have to wait till the next company open enrollment, um, which I can check to see what month that falls into if you wanna know. So for them, it's in the month of December. Uh, last year-

Speaker speaker_1: Oh.

Speaker speaker_0: ... it was between December 23 up until January 31st. And if you enrolled before-

Speaker speaker_1: Right.

Speaker speaker_0: ... that company open enrollment, it would be effective on January the 6th of this year. Um, so it look like it just passed and it's usually around the same month every year. So it's definitely gonna be held in-

Speaker speaker_1: Right.

Speaker speaker_0: ... December. Um, but yeah.

Speaker speaker_1: I'm, I'm, I'm, I'm, I'm, I'm, I'm just blown away right now. I... You know, I've... I worked for Doherty m- many, many years ago, like in 1994. I worked for quite a few temps and, and this is my first time ever hearing of a service offering, uh, healthcare.

Speaker speaker_0: Yeah. They, um... We administrate the healthcare benefits of different staffing agencies and they're one of them.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I'm not sure if they were with somebody else before though 'cause I know they're new.

Speaker speaker_1: Wow.

Speaker speaker_0: Uh-

Speaker speaker_1: Yeah, but that's a good thing though.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You know, 'cause some... You know, back in the day, people were getting hurt at temps and, you know, it was hard for them to, to get some, uh, you know, care. So that's a plus.

Speaker speaker_0: Yes, sir. And like I said-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it's something totally optional. It's not, like, something you have to do 'cause I know some people-

Speaker speaker_1: Right.

Speaker speaker_0: ... take it and some people don't. Um, and they don't-

Speaker speaker_1: Right.

Speaker speaker_0: ... auto-enroll into anything. So if you didn't want to, you didn't-

Speaker speaker_1: Right.

Speaker speaker_0: ... really have to do anything.

Speaker speaker_1: Okay. So I'm gonna take some time to take a look into it and see what exactly-

Speaker speaker_0: Did you want... Mm-hmm.

Speaker speaker_1: huh?

Speaker speaker_0: I was gonna ask you to-

Speaker speaker_1: Sorry.

Speaker speaker_0: Did you want me to give you the deadline date? 'Cause after those 30 days, if you pass those 30 days, you will have to wait till the month of December to enroll.

Speaker speaker_1: Right.

Speaker speaker_0: And it's only here for a month-

Speaker speaker_1: So what's the deadline?

Speaker speaker_0: Um, I have to get in your file. Since we do administrate different agencies, different agencies-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... offer different plans and different prices. Um, so I would have to get in your file. You said you're with Doherty, and I just need the last four numbers of your Social.

Speaker speaker_1: 7057.

Speaker speaker_0: Thank you. Anthony?

Speaker speaker_1: Anthony Kane, it is.

Speaker speaker_0: Okay. For security purposes, can you please verify the address that I have on file as well as the date of birth?

Speaker speaker_1: 3113 Lawrence Road, Brooklyn Center, Minnesota 55429. And what, what, what else you have? Oh, uh, what else you ask for?

Speaker speaker_0: Um, your birthday.

Speaker speaker_1: Oh, 3/12/1968. My birthday is Wednesday.

Speaker speaker_0: Okay. Oh, ha- happy early birthday.

Speaker speaker_1: Yeah. Okay. Cool.

Speaker speaker_0: And then I have 763-807-2804?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. Thank you. All right. So let's see. It looks like your last date of birth... It's gonna be on April. It's gonna be April the 4th. So if you do wanna enroll into the healthcare benefits they offer, you have till April the 4th to, um, give us a call and actually do your enrollment. After April the 4th, if you call on the 7th, which is a Monday, um, they're gonna tell you-

Speaker speaker_1: Right.

Speaker speaker_0: ... that unfortunately since you're past your 30 days, that you're gonna have to wait till the next company open enrollment-

Speaker speaker_1: Okay.

Speaker speaker_0: ... which is held in the month of December.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, did you want me to send you the benefit guide or did you have that already?

Speaker speaker_1: The what?

Speaker speaker_0: Um, did you want me to send you the benefit guide that comes with your offer, or do you have that already?

Speaker speaker_1: No. I'm just look- if, if you can send me some information or do I have to just go on their site and so I can just at least-

Speaker speaker_0: No, I can-

Speaker speaker_1: ... read about it?

Speaker speaker_0: I can send it to you right now. Um, is the email and file a good one? It's malikvan1268@gmail.com.

Speaker speaker_1: 126... That should be 1258?

Speaker speaker_0: Okay. 1250-

Speaker speaker_1: 68.

Speaker speaker_0: 68. Okay.

Speaker speaker_1: It's malikvan1268@gmail.com.

Speaker speaker_0: Okay, thank you. Okay, so I'm gonna go ahead and send you that PDF. So that's just gonna have all the plans that they offer with the prices t- to the plans and it is weekly deductions from your paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay, I'm gonna go ahead... Give me one second. Okay. I went ahead and emailed that to your email file. It should come from an email that says info@benefitsinacard.com.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, do you mind verifying that you got it? If you don't see it right away, I would also check your spam and junk file.

Speaker speaker_1: Okay, let me just check real quick. Yep, Info Benefits Guide.

Speaker speaker_0: Yes, sir. Did you want me to, um, explain any of the plans or did you just wanna look at it by yourself?

Speaker speaker_1: Uh, I'm at work right now, so... And I was just on-

Speaker speaker_0: Oh, you

Speaker speaker_2: Okay, this one's fun.

Speaker speaker_1: ... I was on my break. Yeah, and I was on my break, so I decided to just give her a call real quick, you know, to see what's going on. So... A- and I- I'll probably, uh... How long are you guys available?

Speaker speaker_0: We're open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_1: Okay, so probably around... 'Cause I get off at 2:30 and I really, really want to sit down and look at these-

Speaker speaker_0: Mm-hmm. Yeah, sure.

Speaker speaker_1: 'Cause I want to make sure I have the benefits, you know, so, so around that time, just give me a little time and, uh, I'll probably be giving you a call.

Speaker speaker_0: Okay, yeah, that's fine. Um, and then-

Speaker speaker_1: All right.

Speaker speaker_0: ... just keep in mind if you don't... If you don't... Uh, if you're not sure yet, um, you have 'til April the 4th, like I said, to enroll.

Speaker speaker_1: April 4th. All right. So your name is?

Speaker speaker_0: Um, I can email the plans to you. Mine's Stephanie.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, I hope you have a great day. Have a good shift.

Speaker speaker_1: Well, thank you. You have a wonderful day yourself and thank you for your time.

Speaker speaker_0: Thank you. Have a nice day.

Speaker speaker_1: You too. Bye-bye.