

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? Yes, I was calling because I work for Partners Personnel about their, uh, benefits. Yes, ma'am? Were you trying to enroll? No. What all benefits do they have- Oh, okay. So we- ... which ones? ... administrate different agencies, so I would actually have to get in your file to see the ones that they offer. Um, what are the last four of your Social? 1000. Okay. Um, for security purposes, Donna, can you please verify your address and date of birth? 2900 Baby Ruth Lane, Apartment 203, Antioch, Tennessee 37013, and 32571. And then what was that number in the beginning, of your address? 2900. 2900. Okay, thank you. And then 731-217-0062 is your phone number? Yes. And then I have the first initial of your name, last name, 2278@gmail.com. Is that up to date? Yes. Okay. And then if you actually want, I can go ahead and send you the benefit guide to your email. What that benefit guide has, it has all the plans that they offer, as well as the prices to those plans. And then, if you want, I can go over the plans with you as well. Okay. As far as if I wanted to enroll in 'em, what would I have to do to- Um, you would, you could always call and do a phone enrollment, um, and then we could help you over the phone. And then- Oh, okay. So- ... typically once you enroll, you have to wait, like, one or two weeks for Partners Personnel to start making that first deduction. Once you see the first deduction come out of your paycheck, the following Monday of that very first deduction is when those funds become effective. And then depending on the plans that you get, which ones they are, um, that first week of activation week is typically when you get your card sent to you. So you really, once you enroll, really just have to wait for the staffing agency to start making the, that first deduction. And it is weekly deductions also. Okay. Okay. Well, can you just send it to me, and I'll look over it, and- Yeah, that's fine. ... then I'll call num-, I'll call back? Okay, yeah, that's fine. And then, that is a good email to send it to? DWilburn2278@gmail.com. Yes. All right. Um, I just went ahead and sent it to you. Do you mind verifying- Okay. ... that you received it? It's gonna come from an email that says info@benefitsinacard.com. And then, I just checked to see when the last day of, for you to enroll is, and it looks like it's Wednesday, March 12th. So, you have- Okay. Well, I'll check my inbox. ... till the 12th of March- I'll do all that then. ... to call this and, um, enroll. After, if you pass March 12th, you're gonna have to wait for the company to be within company open enrollment. For them, it's not till October. Okay. Well, yeah, I got- Mm-hmm. ... the email. And then we're open from 8:00 AM up until 8:00 PM Eastern Time, Monday through Friday. Okay. Okay. Okay. All right. All right. I appreciate it. All right. Have a nice day. You too. You- Bye-bye.

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: Yes, I was calling because I work for Partners Personnel about their, uh, benefits.

Speaker speaker_0: Yes, ma'am? Were you trying to enroll?

Speaker speaker_1: No. What all benefits do they have-

Speaker speaker_0: Oh, okay. So we-

Speaker speaker_1: ... which ones?

Speaker speaker_0: ... administrate different agencies, so I would actually have to get in your file to see the ones that they offer. Um, what are the last four of your Social?

Speaker speaker_1: 1000.

Speaker speaker_0: Okay. Um, for security purposes, Donna, can you please verify your address and date of birth?

Speaker speaker_1: 2900 Baby Ruth Lane, Apartment 203, Antioch, Tennessee 37013, and 32571.

Speaker speaker_0: And then what was that number in the beginning, of your address?

Speaker speaker_1: 2900.

Speaker speaker_0: 2900. Okay, thank you. And then 731-217-0062 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have the first initial of your name, last name, 2278@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then if you actually want, I can go ahead and send you the benefit guide to your email. What that benefit guide has, it has all the plans that they offer, as well as the prices to those plans. And then, if you want, I can go over the plans with you as well.

Speaker speaker_1: Okay. As far as if I wanted to enroll in 'em, what would I have to do to-

Speaker speaker_0: Um, you would, you could always call and do a phone enrollment, um, and then we could help you over the phone. And then-

Speaker speaker_1: Oh, okay. So-

Speaker speaker_0: ... typically once you enroll, you have to wait, like, one or two weeks for Partners Personnel to start making that first deduction. Once you see the first deduction come out of your paycheck, the following Monday of that very first deduction is when those funds become effective. And then depending on the plans that you get, which ones they are, um,

that first week of activation week is typically when you get your card sent to you. So you really, once you enroll, really just have to wait for the staffing agency to start making the, that first deduction. And it is weekly deductions also.

Speaker speaker_1: Okay. Okay. Well, can you just send it to me, and I'll look over it, and-

Speaker speaker_0: Yeah, that's fine.

Speaker speaker_1: ... then I'll call num-, I'll call back?

Speaker speaker_0: Okay, yeah, that's fine. And then, that is a good email to send it to?

Speaker speaker_1: DWilburn2278@gmail.com.

Speaker speaker_0: Yes. All right. Um, I just went ahead and sent it to you. Do you mind verifying-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that you received it? It's gonna come from an email that says info@benefitsinacard.com. And then, I just checked to see when the last day of, for you to enroll is, and it looks like it's Wednesday, March 12th. So, you have-

Speaker speaker_1: Okay. Well, I'll check my inbox.

Speaker speaker_0: ... till the 12th of March-

Speaker speaker_1: I'll do all that then.

Speaker speaker_0: ... to call this and, um, enroll. After, if you pass March 12th, you're gonna have to wait for the company to be within company open enrollment. For them, it's not till October.

Speaker speaker_1: Okay. Well, yeah, I got-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... the email.

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

Speaker speaker_1: Okay. Okay. Okay.

Speaker speaker_0: All right.

Speaker speaker_1: All right. I appreciate it.

Speaker speaker_0: All right. Have a nice day.

Speaker speaker_1: You too. You- Bye-bye.