

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 Car. My name is Stephanie. How can I assist you? Hi, good morning. Um, I'm just trying to figure out, like, uh, what benefit is better for me, um, uh, to enroll in a... how much gonna be the premium, like, every week, um- Mm-hmm. Okay. ... for the, uh, insurance? So- so to give you that information, I would have to get in your file what agency you work for as well as what are the last four numbers of your social? Yeah, uh, I've been working with the Personal Partners, um- And then the last- ... and then the last number is, uh, 1695. And what's your first and last name? Uh, Munima Gajurel. What was that name? Uh, Munima. Okay. And then G-A-J-U-R-E-L? Mm-hmm. Okay. Thank you. For security purposes, could you verify your address- um, your address as well as your date of birth? All right, it's 2013, uh, 75 Harrisburg, PA 17110. That's the address. Mm-hmm, give me one second. Yes. Yes, sir, it is. Um, and what's your date of birth? Uh, February 15, '92. Is your phone number still 520-369-7440? Mm-hmm. I have billram.dhamala@gmail.com. Is that still a- Mm-hmm. ... updated address? Uh-huh. Okay. Um, how long have you been working with them? Hmm, probably like four or five months now. Okay. Three, four months, yeah. So, um, in the last 30 days, have you experienced like a loss of benefit, gotten married, divorced, had a baby or adopted? Uh, we're gonna have a baby, um, probably next- next... a few months later, yeah. Okay. Well, I mean, like, in the last 30 days, has any of that happened? Uh, last but... Yeah, last 30 days I have no insurance. Did you lose benefit in the last 30 days though? Mm... It would not be- No, uh, it's been more than 30 days, yeah. It's been more than 30 days? Yeah. Okay. So at the moment, I'm not able to enroll you into any healthcare benefits, um, because to be eligible to enroll, you would either have to be in the first 30 days of receiving your very first check through Partners Personal, that's considered your personal open enrollment period, or you would have to be within your company open enrollment period, which is annually for the agencies. And for Partners Personal, it was in the month of October. So you would have to be either in the first 30 days of receiving your first check to enroll, or you would have to be within the company's open enrollment period. Uh, so that's be October? Yes, sir. So you would have to wait till next October to give us a call and enroll, um, because at the moment, their company open enrollment period ended last month. I believe it ended on the 25th of October. Um, but, uh, an- anyway, like, uh, how much, how much is gonna cost, uh, to enroll for insurance though? So it just depends on the plans you were to select. Um, every plan is a different price. And it also depends on how many as well as if you were to include dependents. Um, I mean, I can send you the benefit guide, but like I said, at the moment, I can't enroll you. You would have to wait till the next company open enrollment period to be eligible to enroll into the benefits. And I'm not sure, the prices might change by the time next year comes around. Okay. So, um, okay. Okay. So, like, I'm just trying to figure out the

coverage and then, uh, see how much it's gonna cost, you know? So, like I said, I can send you the benefit guide, but I won't be able to enroll you into any benefits. Okay. Um, I- I can send you the guide to look over, but like I said, you won't be able to enroll into any benefits. So I mean, I can send you the information, but at the time, you won't be eligible to enroll. And I don't know if those plans and their prices might change by the time October comes again. Okay. Okay, that's cool. So I mean, I can send it, but like, I do have to tell you all those disclaimers. Yeah, yeah, please, uh, send me the guide to see, like, how much, um, how much, uh, is that cost, uh, and then how much is gonna be covered. You know, like, I know that some plans cover, like, 80/20, some might cover, like, 50/60 covers, like, uh, 50/50, like, 60/40, 80/20, and then, uh- Okay. So yeah, like I said, I can send it to you, but I can't guarantee that those prices are gonna stay the same by the time that you enroll next year. Okay? Yeah. Thank you, ma'am. I appreciate that. And also, um- Just send it to me. Yeah. Okay. Um- Thank you. You're welcome. I went ahead and sent it to you. Do you mind checking real quick to see if you got it? On email? If you... Yes, sir. If you don't see it right away, I would check your spam and then your junk file. It should come from an email that says info@benefitsinacar.com. Uh, info@benefitsinacar.com. Uh, I don't see that. Um, do you have, uh, dillie.dhamala at ymail or gmail.com? Gmail. Yes. Um, I would also check your spam and then your junk file, 'cause sometimes it sends it there. Okay. Okay. I find in the gmail.com. Yeah. Yeah. Good. Thank you. Okay. You're welcome. Have a nice day. You too, ma'am.

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 Car. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi, good morning. Um, I'm just trying to figure out, like, uh, what benefit is better for me, um, uh, to enroll in a... how much gonna be the premium, like, every week, um-

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_2: ... for the, uh, insurance?

Speaker speaker_1: So- so to give you that information, I would have to get in your file what agency you work for as well as what are the last four numbers of your social?

Speaker speaker_2: Yeah, uh, I've been working with the Personal Partners, um-

Speaker speaker_1: And then the last-

Speaker speaker_2: ... and then the last number is, uh, 1695.

Speaker speaker_1: And what's your first and last name?

Speaker speaker_2: Uh, Munima Gajurel.

Speaker speaker_1: What was that name?

Speaker speaker_2: Uh, Munima.

Speaker speaker_1: Okay. And then G-A-J-U-R-E-L?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. Thank you. For security purposes, could you verify your address-um, your address as well as your date of birth?

Speaker speaker_2: All right, it's 2013, uh, 75 Harrisburg, PA 17110. That's the address.

Speaker speaker_1: Mm-hmm, give me one second. Yes. Yes, sir, it is. Um, and what's your date of birth?

Speaker speaker_2: Uh, February 15, '92.

Speaker speaker_1: Is your phone number still 520-369-7440?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I have billram.dhamala@gmail.com. Is that still a-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... updated address? Uh-huh. Okay. Um, how long have you been working with them?

Speaker speaker_2: Hmm, probably like four or five months now.

Speaker speaker_1: Okay.

Speaker speaker_2: Three, four months, yeah.

Speaker speaker_1: So, um, in the last 30 days, have you experienced like a loss of benefit, gotten married, divorced, had a baby or adopted?

Speaker speaker_2: Uh, we're gonna have a baby, um, probably next- next... a few months later, yeah.

Speaker speaker_1: Okay. Well, I mean, like, in the last 30 days, has any of that happened?

Speaker speaker_2: Uh, last but... Yeah, last 30 days I have no insurance.

Speaker speaker_1: Did you lose benefit in the last 30 days though?

Speaker speaker_2: Mm...

Speaker speaker_1: It would not be-

Speaker speaker_2: No, uh, it's been more than 30 days, yeah.

Speaker speaker_1: It's been more than 30 days?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. So at the moment, I'm not able to enroll you into any healthcare benefits, um, because to be eligible to enroll, you would either have to be in the first 30 days of receiving your very first check through Partners Personal, that's considered your personal open enrollment period, or you would have to be within your company open enrollment period, which is annually for the agencies. And for Partners Personal, it was in the month of October. So you would have to be either in the first 30 days of receiving your first check to enroll, or you would have to be within the company's open enrollment period.

Speaker speaker_2: Uh, so that's be October?

Speaker speaker_1: Yes, sir. So you would have to wait till next October to give us a call and enroll, um, because at the moment, their company open enrollment period ended last month. I believe it ended on the 25th of October.

Speaker speaker_2: Um, but, uh, an- anyway, like, uh, how much, how much is gonna cost, uh, to enroll for insurance though?

Speaker speaker_1: So it just depends on the plans you were to select. Um, every plan is a different price. And it also depends on how many as well as if you were to include dependents. Um, I mean, I can send you the benefit guide, but like I said, at the moment, I can't enroll you. You would have to wait till the next company open enrollment period to be eligible to enroll into the benefits. And I'm not sure, the prices might change by the time next year comes around.

Speaker speaker_2: Okay. So, um, okay. Okay. So, like, I'm just trying to figure out the coverage and then, uh, see how much it's gonna cost, you know?

Speaker speaker_1: So, like I said, I can send you the benefit guide, but I won't be able to enroll you into any benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, I- I can send you the guide to look over, but like I said, you won't be able to enroll into any benefits. So I mean, I can send you the information, but at the time, you won't be eligible to enroll. And I don't know if those plans and their prices might change by the time October comes again.

Speaker speaker_2: Okay. Okay, that's cool.

Speaker speaker_1: So I mean, I can send it, but like, I do have to tell you all those disclaimers.

Speaker speaker_2: Yeah, yeah, please, uh, send me the guide to see, like, how much, um, how much, uh, is that cost, uh, and then how much is gonna be covered. You know, like, I know that some plans cover, like, 80/20, some might cover, like, 50/60 covers, like, uh, 50/50, like, 60/40, 80/20, and then, uh-

Speaker speaker_1: Okay. So yeah, like I said, I can send it to you, but I can't guarantee that those prices are gonna stay the same by the time that you enroll next year. Okay?

Speaker speaker_2: Yeah. Thank you, ma'am. I appreciate that.

Speaker speaker_1: And also, um-

Speaker speaker_2: Just send it to me. Yeah.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. I went ahead and sent it to you. Do you mind checking real quick to see if you got it?

Speaker speaker_2: On email?

Speaker speaker_1: If you... Yes, sir. If you don't see it right away, I would check your spam and then your junk file. It should come from an email that says info@benefitsinacar.com.

Speaker speaker_2: Uh, info@benefitsinacar.com. Uh, I don't see that. Um, do you have, uh, dillie.dhamala at ymail or gmail.com?

Speaker speaker_1: Gmail. Yes. Um, I would also check your spam and then your junk file, 'cause sometimes it sends it there.

Speaker speaker_2: Okay. Okay. I find in the gmail.com. Yeah. Yeah. Good. Thank you.

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

Speaker speaker_2: You too, ma'am.