

## **Transcript: Estefania**

**Acevedo-6084456942092288-5419855514648576**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. You have just spoken with a customer services card. Thank you for calling- Mm-hmm. ... card. My name is Stephanie. How can I assist you? Hi. Yes. I received a text message about... I think about, um, benefits or something. Okay. Um, what does the message say? Hold on one second. It says... It says, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits." Okay, so- "Call this-" Mm-hmm. With the Healthcare Administrators for Staff and Agencies- Let me see. ... one of those agencies is Partners Personnel. Can you repeat that again? I'm sorry. I don't hear what you just- So if you just started working with them- Can you say that one more time real quick? Sorry. I'm here. So if you just started working, you have 30 days from the day that you receive your first check to be eligible- Uh-huh. ... to enroll with any healthcare benefits that they offer. Depending on how many you choose, which ones they are, and if you have dependents with those plans, is how much the weekly deductions are for them from your paycheck. Oh, so this- this has nothing to do with payroll or nothing like that, right? No, sir. So it's just for health benefit, healthcare and stuff? Correct. It's just over- Okay, I don't- I don't want it. ... my end of my agency. I don't want it. Okay. Then you can just disregard the message. They get that out to their new members. Okay. Okay, thank you. You're welcome. Mm-hmm.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: You have just spoken with a customer services card. Thank you for calling-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ...

Speaker speaker\_3: ... card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi. Yes. I received a text message about... I think about, um, benefits or something.

Speaker speaker\_1: Okay. Um, what does the message say?

Speaker speaker\_2: Hold on one second. It says... It says, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits."

Speaker speaker\_1: Okay, so-

Speaker speaker\_2: "Call this-"

Speaker speaker\_1: Mm-hmm. With the Healthcare Administrators for Staff and Agencies-

Speaker speaker\_2: Let me see.

Speaker speaker\_1: ... one of those agencies is Partners Personnel.

Speaker speaker\_2: Can you repeat that again? I'm sorry. I don't hear what you just-

Speaker speaker\_1: So if you just started working with them-

Speaker speaker\_2: Can you say that one more time real quick?

Speaker speaker\_1: Sorry.

Speaker speaker\_2: I'm here.

Speaker speaker\_1: So if you just started working, you have 30 days from the day that you receive your first check to be eligible-

Speaker speaker\_2: Uh-huh.

Speaker speaker\_1: ... to enroll with any healthcare benefits that they offer. Depending on how many you choose, which ones they are, and if you have dependents with those plans, is how much the weekly deductions are for them from your paycheck.

Speaker speaker\_2: Oh, so this- this has nothing to do with payroll or nothing like that, right?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: So it's just for health benefit, healthcare and stuff?

Speaker speaker\_1: Correct. It's just over-

Speaker speaker\_2: Okay, I don't- I don't want it.

Speaker speaker\_1: ... my end of my agency.

Speaker speaker\_2: I don't want it.

Speaker speaker\_1: Okay. Then you can just disregard the message. They get that out to their new members.

Speaker speaker\_2: Okay. Okay, thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_2: Mm-hmm.