

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 Card. My name is Stephanie. How can I assist you? Hello? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? My name is Neville. I, I, I ■ I received one message on my phone tell me for call this number for... Can I... I... Mm-hmm. What for, please? Okay. Um, are you currently working with a staffing agency? Yes. Uh, okay. The, the message tell, "Welcome to Partner Personnel. You have a thir- 30 day from your first paycheck to enroll in benefits. Call BIP." Okay, yeah. So that message is letting you know that you have 30 days from the day that you receive your very first check to be eligible to enroll in the healthcare benefits that they offer. Depending on how many you select, as well as which ones, and if you select dependents with those plans has to do with how much the weekly deductions are from your paycheck for those selected plans. And you do have 30 days from the day that you receive your very first check to enroll. Yes, I have. Okay. Um, would that be something you're looking into doing? What? Is that something that you're looking into doing, like enrolling? Hmm. Uh, but I don't... I don't speak English very well. Um, do you speak Spanish? No. No? Oh, okay. Um- Okay. I, I call you tomorrow, uh, I can call you tomorrow? Yeah, we're open from 8:00 AM up until 8:00 PM Eastern Time. But you don't, you don't, uh, you don't, uh, receive the message, the text message? No, we don't receive text messages. It's only through phone calls. Okay. I call you tomorrow? Mm-hmm. But that message is just letting you know that you're, you have 30 days from the day that you get your first check to be able to contact us to receive healthcare benefits, but, um, they do have weekly- My, my first- ... deductions for these benefits. My, my first ben- uh, my first check is, uh... I check my first, uh, check, uh, let's see. Let me see, let me see. Wait for me please. If you want, I can check to see when your deadline is to enroll, and, um, I don't know if you want me to send you the information- Okay. ... regarding the plan. My first... Okay, my first, uh, uh, check is, uh, uh, ben- uh, 27th. So I would have to- 27th of November. ... look in your... So I would have to get in your file to actually give you an exact date. Um, if you want, I can do that, but I do need to, like, get in your file. Oh, okay. If that's something you want me to do, 'cause I could give you information. Um, would you like more information? My, uh, information for, for the first check? For the benefits. Yes. I, I would ■the information, but you can, you can, uh... Can you text me the informa- the information? So I can't text it to you, but I can send it to your email. Okay. Um, for that, I do need to get in your file, though. Um, what are the last four numbers of your Social? My number? Yeah, the last four of your Social Security number. Oh. Uh, uh, 8- Mm-hmm. ... 1. Mm-hmm. 0, 8. And then you're with Partners? Yes. Okay. You said 8108? 8108, yes. 8108? Yes. Last- Okay. What is- To tell you last four num- last four number. Yeah, 8108. And what's your first and last name? First name, last name? Mm-hmm. My first name is Neville. And then your last name? My last... My last name is D- Desrosiers. D-E-S-R-

R-O-S-I-E-R-S. Yes. Okay. And then for security purposes, I do need you to verify your address as well as your date of birth.... my address. Mm-hmm. My address now is, uh, 3-8-4-5 State Road, 16-W. So I actually have a different address. Do you remember the last address that you had on file? For my Social Security number? No, um, for your address. I have a different address than the one you're giving me. Oh. Do you remember the past address? The past is, uh, 6309, uh, Driver... Drive Lakeland. Is this okay? Um, you said 6309. What was after that? DR. Okay. Um, so I have a different one. If, if you don't remember the last address you had on file, you could also verify your full Social Security number. This address, this, uh, address in Lakeland is my address to Social Security number. No, what I mean is, um, I have a different address than the one you're giving me. Um, I do need the entire correct address. Okay. If you don't remember it, I could get the full Social. Um, but I either need the correct address that I'm looking at, or your full Social Security number for security purposes 'cause I wouldn't be able to send you any information if I don't have the correct information that you're giving me. But you, you need this, the address for my Social Security number now? So I need, um, I need the address that I have on the file for security purposes. You gave me an address that was different than the one that I'm looking at, so that's why I asked you do you have a second address that you think that we might actually have, because it's not the first one that you gave me. And the second one that you gave me, um, you would have to give me the entire address that I'm looking at. Let... Okay. All of it. Let me find this and I'll give you, it's 3-8-4-5. Yeah, it's not that one. That's not the address that we have. Okay. The, the second is 6- Mm-hmm. ... 3-0-9. Okay. BR... DR... Let me see. Okay. BR, Lakeland. Oh, okay. Okay. It's, it's there. Okay. 6309 Timucuan, T-I-M- Mm-hmm. ... U-C-U-A-N-S. Okay. Is this okay? And... But I need- Okay. Do you need- ... all of the address, the entire address. Okay. And then what's after that? The city and the state, please. The city is Lakeland. Mm-hmm. The, the state is Florida. Okay. And then the ZIP code. 33813. Thank you. And then what's your date of birth? My date is, uh, 11th, 8... Oh. Excuse me. 11... It's okay? Mm-hmm. Yeah, I need the full- 11081988. Okay, thank you. Is your phone number the 512-0865? My phone number? Yes. 512-0865. Yes, yes. And, and then I have your first name, last name, the number 5 at gmail.com. Is that correct? Hmm. Yes, number 5. Okay. And if... And then if you want, I can go ahead and send you the information of the plans that they offer to your email. And that- Okay. ... that guide is gonna tell you all the plans and the prices for those plans that they offer, and I was gonna tell you that it looks like the last day that you have to enroll- Okay. ... into any benefits would be on the 23rd of December. So Monday's the last day that you have to enroll into any healthcare benefits if you do decide to enroll with them. Um, I'm gonna go ahead and send you the benefit guide. Okay? Okay. Just in case you wanna look over the plans. And you're welcome to give us a call. You have until Monday if you do wanna enroll into the benefits. Okay. 'Cause if you call after m- Monday that's following, you won't be able to enroll anymore. But I'm gonna go ahead and send you that guide, okay? Okay. Um, and then I am sending it right now. Um, do you mind verifying that you received it? It should come from an email that c- says info@benefitsinacar.com. I went ahead and sent it to your email. To my email? Yes. I went ahead and sent it to your email. Um, could you check this? Okay. Um, and did you ever get to receive it? Uh, let me see. Yes, I see it. Okay. And then that is the plans that they offer and the prices. They're... Welcome to give us a call back if you do wanna enroll. Um, like I said, your last day to enroll is Monday. Okay? Okay. Did you have any questions? No. Okay. Well, I hope you have a great day. Have a good day too. Thank you very much.

You're welcome. Okay.

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

Speaker speaker_2: Hello?

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: My name is Neville. I, I, I ■ I received one message on my phone tell me for call this number for... Can I... I...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: What for, please?

Speaker speaker_1: Okay. Um, are you currently working with a staffing agency?

Speaker speaker_2: Yes. Uh, okay. The, the message tell, "Welcome to Partner Personnel. You have a thir- 30 day from your first paycheck to enroll in benefits. Call BIP."

Speaker speaker_1: Okay, yeah. So that message is letting you know that you have 30 days from the day that you receive your very first check to be eligible to enroll in the healthcare benefits that they offer. Depending on how many you select, as well as which ones, and if you select dependents with those plans has to do with how much the weekly deductions are from your paycheck for those selected plans. And you do have 30 days from the day that you receive your very first check to enroll.

Speaker speaker_2: Yes, I have.

Speaker speaker_1: Okay. Um, would that be something you're looking into doing?

Speaker speaker_2: What?

Speaker speaker_1: Is that something that you're looking into doing, like enrolling?

Speaker speaker_2: Hmm. Uh, but I don't... I don't speak English very well.

Speaker speaker_1: Um, do you speak Spanish?

Speaker speaker_2: No.

Speaker speaker_1: No? Oh, okay. Um-

Speaker speaker_2: Okay. I, I call you tomorrow, uh, I can call you tomorrow?

Speaker speaker_1: Yeah, we're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_2: But you don't, you don't, uh, you don't, uh, receive the message, the text message?

Speaker speaker_1: No, we don't receive text messages. It's only through phone calls.

Speaker speaker_2: Okay. I call you tomorrow?

Speaker speaker_1: Mm-hmm. But that message is just letting you know that you're, you have 30 days from the day that you get your first check to be able to contact us to receive healthcare benefits, but, um, they do have weekly-

Speaker speaker_2: My, my first-

Speaker speaker_1: ... deductions for these benefits.

Speaker speaker_2: My, my first ben- uh, my first check is, uh... I check my first, uh, check, uh, let's see. Let me see, let me see. Wait for me please.

Speaker speaker_1: If you want, I can check to see when your deadline is to enroll, and, um, I don't know if you want me to send you the information-

Speaker speaker_2: Okay.

Speaker speaker_1: ... regarding the plan.

Speaker speaker_2: My first... Okay, my first, uh, uh, check is, uh, uh, ben- uh, 27th.

Speaker speaker_1: So I would have to-

Speaker speaker_2: 27th of November.

Speaker speaker_1: ... look in your... So I would have to get in your file to actually give you an exact date. Um, if you want, I can do that, but I do need to, like, get in your file.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: If that's something you want me to do, 'cause I could give you information. Um, would you like more information?

Speaker speaker_2: My, uh, information for, for the first check?

Speaker speaker_1: For the benefits.

Speaker speaker_2: Yes. I, I would ■the information, but you can, you can, uh... Can you text me the informa- the information?

Speaker speaker_1: So I can't text it to you, but I can send it to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, for that, I do need to get in your file, though. Um, what are the last four numbers of your Social?

Speaker speaker_2: My number?

Speaker speaker_1: Yeah, the last four of your Social Security number.

Speaker speaker_2: Oh. Uh, uh, 8-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 1.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 0, 8.

Speaker speaker_1: And then you're with Partners?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. You said 8108?

Speaker speaker_2: 8108, yes.

Speaker speaker_1: 8108?

Speaker speaker_2: Yes. Last-

Speaker speaker_1: Okay. What is-

Speaker speaker_2: To tell you last four num- last four number.

Speaker speaker_1: Yeah, 8108. And what's your first and last name?

Speaker speaker_2: First name, last name?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: My first name is Neville.

Speaker speaker_1: And then your last name?

Speaker speaker_2: My last... My last name is D- Desrosiers. D-E-S-R-

Speaker speaker_1: R-O-S-I-E-R-S.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then for security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker_3: ... my address.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: My address now is, uh, 3-8-4-5 State Road, 16-W.

Speaker speaker_1: So I actually have a different address. Do you remember the last address that you had on file?

Speaker speaker_3: For my Social Security number?

Speaker speaker_1: No, um, for your address. I have a different address than the one you're giving me.

Speaker speaker_3: Oh.

Speaker speaker_1: Do you remember the past address?

Speaker speaker_3: The past is, uh, 6309, uh, Driver... Drive Lakeland. Is this okay?

Speaker speaker_1: Um, you said 6309. What was after that?

Speaker speaker_3: DR.

Speaker speaker_1: Okay. Um, so I have a different one. If, if you don't remember the last address you had on file, you could also verify your full Social Security number.

Speaker speaker_3: This address, this, uh, address in Lakeland is my address to Social Security number.

Speaker speaker_1: No, what I mean is, um, I have a different address than the one you're giving me. Um, I do need the entire correct address.

Speaker speaker_3: Okay.

Speaker speaker_1: If you don't remember it, I could get the full Social. Um, but I either need the correct address that I'm looking at, or your full Social Security number for security purposes 'cause I wouldn't be able to send you any information if I don't have the correct information that you're giving me.

Speaker speaker_3: But you, you need this, the address for my Social Security number now?

Speaker speaker_1: So I need, um, I need the address that I have on the file for security purposes. You gave me an address that was different than the one that I'm looking at, so that's why I asked you do you have a second address that you think that we might actually have, because it's not the first one that you gave me. And the second one that you gave me, um, you would have to give me the entire address that I'm looking at.

Speaker speaker_3: Let... Okay.

Speaker speaker_1: All of it.

Speaker speaker_3: Let me find this and I'll give you, it's 3-8-4-5.

Speaker speaker_1: Yeah, it's not that one. That's not the address that we have.

Speaker speaker_3: Okay. The, the second is 6-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... 3-0-9.

Speaker speaker_1: Okay.

Speaker speaker_3: BR... DR... Let me see. Okay. BR, Lakeland. Oh, okay. Okay. It's, it's there. Okay. 6309 Timucuan, T-I-M-

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: ... U-C-U-A-N-S.

Speaker speaker_1: Okay.

Speaker speaker_3: Is this okay?

Speaker speaker_1: And... But I need-

Speaker speaker_3: Okay. Do you need-

Speaker speaker_1: ... all of the address, the entire address. Okay. And then what's after that? The city and the state, please.

Speaker speaker_3: The city is Lakeland.

Speaker speaker_1: Mm-hmm.

Speaker speaker_3: The, the state is Florida.

Speaker speaker_1: Okay. And then the ZIP code.

Speaker speaker_3: 33813.

Speaker speaker_1: Thank you. And then what's your date of birth?

Speaker speaker_3: My date is, uh, 11th, 8... Oh. Excuse me. 11... It's okay?

Speaker speaker_1: Mm-hmm. Yeah, I need the full-

Speaker speaker_3: 11081988.

Speaker speaker_1: Okay, thank you. Is your phone number the 512-0865?

Speaker speaker_3: My phone number?

Speaker speaker_1: Yes. 512-0865.

Speaker speaker_3: Yes, yes.

Speaker speaker_1: And, and then I have your first name, last name, the number 5 at gmail.com. Is that correct?

Speaker speaker_3: Hmm. Yes, number 5.

Speaker speaker_1: Okay. And if... And then if you want, I can go ahead and send you the information of the plans that they offer to your email. And that-

Speaker speaker_3: Okay.

Speaker speaker_1: ... that guide is gonna tell you all the plans and the prices for those plans that they offer, and I was gonna tell you that it looks like the last day that you have to enroll-

Speaker speaker_3: Okay.

Speaker speaker_1: ... into any benefits would be on the 23rd of December. So Monday's the last day that you have to enroll into any healthcare benefits if you do decide to enroll with them. Um, I'm gonna go ahead and send you the benefit guide. Okay?

Speaker speaker_4: Okay.

Speaker speaker_1: Just in case you wanna look over the plans. And you're welcome to give us a call. You have until Monday if you do wanna enroll into the benefits.

Speaker speaker_4: Okay.

Speaker speaker_1: 'Cause if you call after m- Monday that's following, you won't be able to enroll anymore. But I'm gonna go ahead and send you that guide, okay?

Speaker speaker_4: Okay.

Speaker speaker_1: Um, and then I am sending it right now. Um, do you mind verifying that you received it? It should come from an email that c- says info@benefitsinacar.com. I went ahead and sent it to your email.

Speaker speaker_4: To my email?

Speaker speaker_1: Yes. I went ahead and sent it to your email. Um, could you check this?

Speaker speaker_4: Okay.

Speaker speaker_1: Um, and did you ever get to receive it?

Speaker speaker_4: Uh, let me see. Yes, I see it.

Speaker speaker_1: Okay. And then that is the plans that they offer and the prices. They're... Welcome to give us a call back if you do wanna enroll. Um, like I said, your last day to enroll is Monday. Okay?

Speaker speaker_4: Okay.

Speaker speaker_1: Did you have any questions?

Speaker speaker_4: No.

Speaker speaker_1: Okay. Well, I hope you have a great day.

Speaker speaker_4: Have a good day too. Thank you very much.

Speaker speaker_1: You're welcome.

Speaker speaker_4: Okay.