

## **Transcript: Estefania**

**Acevedo-6457862583173120-5459320938905600**

### **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, I recently, um, just got let off an assignment for Partners Personnel and I only got paid for two days. I don't know if this has anything to do with it, but I got a message back when I was, um, asking about my pay and they said, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits." I don't know what that, that means for benefits. Okay. So, so we're the healthcare administrators for staffing agency. That text message is telling you that you're within your personal open enrollment period, which technically means that you have 30 days from the day that you see your first check to enroll into any healthcare benefits through Partners Personal, which would be like dental, vision, um, like a medical plan, um, term life, critical illness. So it's healthcare benefits due to staffing agency depending on which one you select and how many as well as if you select dependents with those plans, like your wife, kids or as a family, how much the weekly deductions come out of your check. Um, it's something totally optional. Okay. You don't have to do it if you don't want to, but it is letting you know that w- that you're within that window to enroll if you're interested. Okay. Um, they don't auto-enroll their members into any of the benefits, so you don't have to worry about opting out if you don't want to enroll. So if you- No, I'm, I'm all right. I thought this was... I thought this was something else because I don't even, I don't even think I'm gonna, uh, stick with the company. I'm actually trying to get my other half of the pay from them right now, so. Oh, okay. So do you want to just- I thought they were responding to that. Oh, yeah. No. Um, so yes, you can just disregard that because like I said- Okay. Thank you. ... I don't have to opt you out or anything. You're welcome. All right. Have a good day. Thank you. You too.

### **Conversation Format**

Speaker speaker\_0: 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?

Speaker speaker\_1: Hi, I recently, um, just got let off an assignment for Partners Personnel and I only got paid for two days. I don't know if this has anything to do with it, but I got a message back when I was, um, asking about my pay and they said, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits." I don't know what that, that means for benefits.

Speaker speaker\_0: Okay. So, so we're the healthcare administrators for staffing agency. That text message is telling you that you're within your personal open enrollment period,

which technically means that you have 30 days from the day that you see your first check to enroll into any healthcare benefits through Partners Personal, which would be like dental, vision, um, like a medical plan, um, term life, critical illness. So it's healthcare benefits due to staffing agency depending on which one you select and how many as well as if you select dependents with those plans, like your wife, kids or as a family, how much the weekly deductions come out of your check. Um, it's something totally optional.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You don't have to do it if you don't want to, but it is letting you know that w- that you're within that window to enroll if you're interested.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, they don't auto-enroll their members into any of the benefits, so you don't have to worry about opting out if you don't want to enroll. So if you-

Speaker speaker\_1: No, I'm, I'm all right. I thought this was... I thought this was something else because I don't even, I don't even think I'm gonna, uh, stick with the company. I'm actually trying to get my other half of the pay from them right now, so.

Speaker speaker\_0: Oh, okay. So do you want to just-

Speaker speaker\_1: I thought they were responding to that.

Speaker speaker\_0: Oh, yeah. No. Um, so yes, you can just disregard that because like I said-

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: ... I don't have to opt you out or anything. You're welcome.

Speaker speaker\_1: All right. Have a good day.

Speaker speaker\_0: Thank you. You too.