

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Your Plan. My name is Francesca. How can I assist you today? Hello. Good afternoon. My name is Patient. So, um, I'm calling just to, um, notify you guys that I am not subscribed to the, uh, offers with your health insurance, so I don't want any deduction made from my paycheck. What staffing company do you work with? Partner's Personal. Partners Personal? That's right. Yeah, Partner's Personal. So Partners Personal doesn't have any type of auto enrollment in their system. Say that again? So they're shouldn't... Excuse me? Yeah, sorry. It's automatic here because when we are filling out the application form, it automatically signs you up. So, um, I don't want that. No, ma'am. I just advised you the complete opposite. Partners Personal does not have auto enrollment, ma'am. I can most definitely process a declamation if you would like me to, but Partners Personal Staffing does not do any type of auto enrollment for their members into health insurance. Partner's Personal? Yes. Partners Personal does not do any auto enrollment. I can process a declamation if you would like me to. So it is not auto, like medical... Like health insurance? Yes, ma'am. Okay, so no medical insurance? Because I know when I was filling out the form, uh, the application online, there was a space so like where, um, automatically you enroll. The name's already there so we just have to sign. You know, if you don't sign, you're unable to complete the application, the onboarding process. The onboarding process. If you're 100% sure that during your application it said you will be auto enrolled, then more than likely you have your staffing company's name wrong. Partners Personal doesn't do auto enrollment. I can take a look into your account if you would like to see if you have any type of court order or mandated coverage. But Partners Personal does not auto enroll any members into their benefits. Okay. All right. Do you want me to take a look into your account? Oh, that's fine because I know I called the office, I told them, so she gave me the number to call. Okay. So it's up to you, ma'am. I can process a declamation if you would like. But Partners Personal doesn't do auto enrollment. Yeah. No, if you say that, if you say, if you say they don't enroll automatically, that's fine. But like, I don't want to get my paycheck and my health insurance is, yeah, deducting health insurance or medical insurance because I already have insurance outside of work. Okay. I've had some confirming that they do not have auto enrollment. Was there anything else we can assist you with today? Oh, that's fine. Not auto. Not auto. It's okay. That's fine. Um, it's no problem so long as nothing is taken out of my paycheck. It's okay. I'm fine. Yes, ma'am. If you're 100% sure your staffing company is Partners Personal, nothing will be taken out unless you fill out an enrollment form. All right. Thank you, ma'am. My pleasure. Have a wonderful rest of your day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Your Plan. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hello. Good afternoon. My name is Patient. So, um, I'm calling just to, um, notify you guys that I am not subscribed to the, uh, offers with your health insurance, so I don't want any deduction made from my paycheck.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Partner's Personal.

Speaker speaker_0: Partners Personal?

Speaker speaker_1: That's right. Yeah, Partner's Personal.

Speaker speaker_0: So Partners Personal doesn't have any type of auto enrollment in their system.

Speaker speaker_1: Say that again?

Speaker speaker_0: So they're shouldn't... Excuse me?

Speaker speaker_1: Yeah, sorry. It's automatic here because when we are filling out the application form, it automatically signs you up. So, um, I don't want that.

Speaker speaker_0: No, ma'am. I just advised you the complete opposite. Partners Personal does not have auto enrollment, ma'am. I can most definitely process a declamation if you would like me to, but Partners Personal Staffing does not do any type of auto enrollment for their members into health insurance.

Speaker speaker_1: Partner's Personal?

Speaker speaker_0: Yes. Partners Personal does not do any auto enrollment. I can process a declamation if you would like me to.

Speaker speaker_1: So it is not auto, like medical... Like health insurance?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, so no medical insurance? Because I know when I was filling out the form, uh, the application online, there was a space so like where, um, automatically you enroll. The name's already there so we just have to sign. You know, if you don't sign, you're unable to complete the application, the onboarding process. The onboarding process.

Speaker speaker_0: If you're 100% sure that during your application it said you will be auto enrolled, then more than likely you have your staffing company's name wrong. Partners Personal doesn't do auto enrollment. I can take a look into your account if you would like to see if you have any type of court order or mandated coverage. But Partners Personal does not auto enroll any members into their benefits.

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Do you want me to take a look into your account?

Speaker speaker_1: Oh, that's fine because I know I called the office, I told them, so she gave me the number to call.

Speaker speaker_0: Okay. So it's up to you, ma'am. I can process a declamation if you would like. But Partners Personal doesn't do auto enrollment.

Speaker speaker_1: Yeah. No, if you say that, if you say, if you say they don't enroll automatically, that's fine. But like, I don't want to get my paycheck and my health insurance is, yeah, deducting health insurance or medical insurance because I already have insurance outside of work.

Speaker speaker_0: Okay. I've had some confirming that they do not have auto enrollment. Was there anything else we can assist you with today?

Speaker speaker_1: Oh, that's fine. Not auto. Not auto. It's okay. That's fine. Um, it's no problem so long as nothing is taken out of my paycheck. It's okay. I'm fine.

Speaker speaker_0: Yes, ma'am. If you're 100% sure your staffing company is Partners Personal, nothing will be taken out unless you fill out an enrollment form.

Speaker speaker_1: All right. Thank you, ma'am.

Speaker speaker_0: My pleasure. Have a wonderful rest of your day.