

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you- Hi, uh, my name is Willie Tangs, and then I work for the Per- Personnel Agency. I want to ask, you know, usually how long I get the health benefit, after 30 day or 60 day? Once we see the payment deduction on your paycheck, following Monday benefits will be active. Yeah, but you know the letter called the lady and Annie say I am not eligible for the benefit, I have no idea and then that's why I called you- I'm sorry, ma'am, what, what letter, sir? What? What letter? What mean what, what mean what letter? Oh, the email, they emailed to me and then say I'm ineligible. Okay, let's take a look in your account, sir. I'm quite not understanding what you're saying. What's the company... I mean, what are the last four of your stuff, of your Social Security number and your last name- Okay. ... to locate your Partners Personnel account? Yeah, uh, oh, my, my last name is Tang, T-A-N-G. And my Social Secur- no, my phone number is 0690- Okay, please verify your mailing address and date of birth. 35-91 Middle of Street, Amante, California 91732. My date of birth is June 20, 1953. Okay. I have your best phone number to reach at 626-905-8668. Correct. And I have your email as willie_tang@yahoo.com. Correct. Bear with me one moment. I see what email you're talking about. Yes, sir. So currently you're not eligible to enroll into the insurance with Partners Personnel because you don't have an open enrollment period or we qualify live event. You'll have to wait till October to enroll into the benefits. When? October? Yes, sir, month of October. Oh, month October. I don't know my... You see when October, I don't know if my contract is over yet. I have no idea. Yes, sir, because when you had called in previously on March 27th- Yes. ... your benefits for the open enrollment period to enroll into the benefits had actually already been over on the 24th. So that was three days after your personal enrollment period was over. We wouldn't be able to do a courtesy if it was over one day, so currently you're not able to enroll into benefits. Well, because October, I don't know, I think my total is in my contracts are over. I have no idea. Yes, sir. So if you're still working with them during the month of October, that will be when you're able to enroll into the benefits. Oh, you mean October 4th or what? During the month of October. We don't have the exact date. I just know that it is during that month. Okay, yeah, that's... Okay, maybe one part my question here, if no I have to fire some outside the insurer otherwise I need an insurer. This is October, I hope I can, uh, let alone until October, I have no idea. Yes, sir. So, um, you are right, you'll have to get insurance through another means if you're unable to wait till October to enroll. Yeah, that's why maybe I go to buy outside for the insurer, otherwise that's the penalty for the every time go to do, do some, do some taxation. That's why I want to help you. The October was too long, about six months, seven months. Uh-uh, about six months. Yes, sir that's the reason I've been... Hmm? Yes, I got no charge, maybe I have to find somewhere else to get them an insurer for the basic insurance. Yes, sir. -I don't want- That is all I got for that. Yeah. Oh, okay,

no problem. Okay, because I want to confirm with you and then, and then if, if this October maybe I can find somewhere else. No problem. Okay, thank you. You're welcome. Have a great day. Okay, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you-

Speaker speaker_1: Hi, uh, my name is Willie Tangs, and then I work for the Per- Personnel Agency. I want to ask, you know, usually how long I get the health benefit, after 30 day or 60 day?

Speaker speaker_0: Once we see the payment deduction on your paycheck, following Monday benefits will be active.

Speaker speaker_1: Yeah, but you know the letter called the lady and Annie say I am not eligible for the benefit, I have no idea and then that's why I called you-

Speaker speaker_0: I'm sorry, ma'am, what, what letter, sir?

Speaker speaker_1: What?

Speaker speaker_0: What letter?

Speaker speaker_1: What mean what, what mean what letter? Oh, the email, they emailed to me and then say I'm ineligible.

Speaker speaker_0: Okay, let's take a look in your account, sir. I'm quite not understanding what you're saying. What's the company... I mean, what are the last four of your stuff, of your Social Security number and your last name-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to locate your Partners Personnel account?

Speaker speaker_1: Yeah, uh, oh, my, my last name is Tang, T-A-N-G. And my Social Security number, my phone number is 0690-

Speaker speaker_0: Okay, please verify your mailing address and date of birth.

Speaker speaker_1: 35-91 Middle of Street, Amante, California 91732. My date of birth is June 20, 1953.

Speaker speaker_0: Okay. I have your best phone number to reach at 626-905-8668.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email as willie_tang@yahoo.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Bear with me one moment. I see what email you're talking about. Yes, sir. So currently you're not eligible to enroll into the insurance with Partners Personnel because you don't have an open enrollment period or we qualify live event. You'll have to wait till October to enroll into the benefits.

Speaker speaker_1: When? October?

Speaker speaker_0: Yes, sir, month of October.

Speaker speaker_1: Oh, month October. I don't know my... You see when October, I don't know if my contract is over yet. I have no idea.

Speaker speaker_0: Yes, sir, because when you had called in previously on March 27th-

Speaker speaker_1: Yes.

Speaker speaker_0: ... your benefits for the open enrollment period to enroll into the benefits had actually already been over on the 24th. So that was three days after your personal enrollment period was over. We wouldn't be able to do a courtesy if it was over one day, so currently you're not able to enroll into benefits.

Speaker speaker_1: Well, because October, I don't know, I think my total is in my contracts are over. I have no idea.

Speaker speaker_0: Yes, sir. So if you're still working with them during the month of October, that will be when you're able to enroll into the benefits.

Speaker speaker_1: Oh, you mean October 4th or what?

Speaker speaker_0: During the month of October. We don't have the exact date. I just know that it is during that month.

Speaker speaker_1: Okay, yeah, that's... Okay, maybe one part my question here, if no I have to fire some outside the insurer otherwise I need an insurer. This is October, I hope I can, uh, let alone until October, I have no idea.

Speaker speaker_0: Yes, sir. So, um, you are right, you'll have to get insurance through another means if you're unable to wait till October to enroll.

Speaker speaker_1: Yeah, that's why maybe I go to buy outside for the insurer, otherwise that's the penalty for the every time go to do, do some, do some taxation. That's why I want to help you. The October was too long, about six months, seven months. Uh-uh, about six months.

Speaker speaker_0: Yes, sir that's the reason I've been... Hmm?

Speaker speaker_1: Yes, I got no charge, maybe I have to find somewhere else to get them an insurer for the basic insurance.

Speaker speaker_0: Yes, sir. -I don't want- That is all I got for that. Yeah.

Speaker speaker_1: Oh, okay, no problem. Okay, because I want to confirm with you and then, and then if, if this October maybe I can find somewhere else. No problem. Okay, thank you.

Speaker speaker_0: You're welcome. Have a great day.

Speaker speaker_1: Okay, bye-bye.