

## Transcript: Franchesca

**Baez-5139710821580800-6140462427848704**

### Full Transcript

Thank you for calling Benefits ... . How may I assist you today? Hi, um... I received a text, uh, on my Partners Personnel, um, uh, telling me to enroll in benefits. I just wanted to see if I, how to do that or if I f- already was. Sure thing, sir. The only way to enroll with Partners Personnel is either a form at the office when you're doing your orientation or with us over the phone. What are the last four of your Social to locate your account and see if you have an enrollment? Uh, two, one, five, nine. And your last name? Uh, Aman, A-M-A-N. Please verify your mailing address and date of birth to make sure I have the right account in front of me. Um, uh, the date of birth is gonna be May 1, 1999 . Um, I think my mailing address on there should be 36273 Mission Road. Do I have your social number down as 909-800-4593? Correct. I have your email down as mdel- Uh... ... with another e, man123@gmail.com and dman- Correct. ... 001@ucr.edu? Correct. Uh, the, the former would be the, the primary. Uh, the, the Gmail would be the primary one that I use. All right. Um, so it actually shows here you spoke with one of my coworkers 25 minutes ago. Um- Yeah. ... and they explained the benefits. And I, and I got the packet. Yeah, and I got the packet, but I, I don't know if I'm, uh, enrolled or they didn't tell me how to. So, so I'd, I'd have to call, uh, Partners Personnel to do that or...? No, sir. So the only way you can enroll with the Partners Personnel directly is when you're doing your enrollment, filling in a form. Mm-hmm. Once you no longer have access to go to the store, I mean, to the office itself, it will be with us over the phone since we administer the health insurance. But you don't have any current- Okay. ... enrollment with them. Okay. And I can do this any time or is there like a, a deadline for me to do this? I know, you actually do have a deadline 'cause you have to be within your open enrollment period to be eligible. Right, okay. Specifically speaking, yours ends next week on the 19th. Okay, so I'd have to, I'd have to go to their office and then, um, fill out an enrollment sheet? No, sir. You can either go to the office or do it with us over the phone. Oh, okay, sorry. Yeah, I, um, if I could do it over the phone that'd be great. Yeah, what plan do you want me to enroll you into? Pardon? Which plan do you want to be enrolled into at this moment? Um...

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits ... . How may I assist you today?

Speaker speaker\_1: Hi, um... I received a text, uh, on my Partners Personnel, um, uh, telling me to enroll in benefits. I just wanted to see if I, how to do that or if I f- already was.

Speaker speaker\_0: Sure thing, sir. The only way to enroll with Partners Personnel is either a form at the office when you're doing your orientation or with us over the phone. What are the

last four of your Social to locate your account and see if you have an enrollment?

Speaker speaker\_1: Uh, two, one, five, nine.

Speaker speaker\_0: And your last name?

Speaker speaker\_1: Uh, Aman, A-M-A-N.

Speaker speaker\_0: Please verify your mailing address and date of birth to make sure I have the right account in front of me.

Speaker speaker\_1: Um, uh, the date of birth is gonna be May 1, 1999 . Um, I think my mailing address on there should be 36273 Mission Road.

Speaker speaker\_0: Do I have your social number down as 909-800-4593?

Speaker speaker\_1: Correct.

Speaker speaker\_0: I have your email down as mdel-

Speaker speaker\_1: Uh...

Speaker speaker\_0: ... with another e, man123@gmail.com and dman- Correct. ... 001@ucr.edu?

Speaker speaker\_1: Correct. Uh, the, the former would be the, the primary. Uh, the, the Gmail would be the primary one that I use.

Speaker speaker\_0: All right. Um, so it actually shows here you spoke with one of my coworkers 25 minutes ago. Um-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... and they explained the benefits.

Speaker speaker\_1: And I, and I got the packet. Yeah, and I got the packet, but I, I don't know if I'm, uh, enrolled or they didn't tell me how to. So, so I'd, I'd have to call, uh, Partners Personnel to do that or...?

Speaker speaker\_0: No, sir. So the only way you can enroll with the Partners Personnel directly is when you're doing your enrollment, filling in a form.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Once you no longer have access to go to the store, I mean, to the office itself, it will be with us over the phone since we administer the health insurance. But you don't have any current-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... enrollment with them.

Speaker speaker\_1: Okay. And I can do this any time or is there like a, a deadline for me to do this?

Speaker speaker\_0: I know, you actually do have a deadline 'cause you have to be within your open enrollment period to be eligible.

Speaker speaker\_1: Right, okay.

Speaker speaker\_0: Specifically speaking, yours ends next week on the 19th.

Speaker speaker\_1: Okay, so I'd have to, I'd have to go to their office and then, um, fill out an enrollment sheet?

Speaker speaker\_0: No, sir. You can either go to the office or do it with us over the phone.

Speaker speaker\_1: Oh, okay, sorry. Yeah, I, um, if I could do it over the phone that'd be great.

Speaker speaker\_0: Yeah, what plan do you want me to enroll you into?

Speaker speaker\_1: Pardon?

Speaker speaker\_0: Which plan do you want to be enrolled into at this moment?

Speaker speaker\_1: Um...