

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unifor, I'm going to assist you today. Hi, I'm calling, um, to set up, I guess, my services or sign up? I'm sorry. Mm-hmm. Is this for the health insurance by your staffing company? Yes. Mm-hmm. They told me I need to call this number, so... What staffing company do you work with? Uh, Partners Personal, Personnel. May I, may I please have the last four of your Social? Five, one, six, four. And lastly, your last name? Dopson. D-O-P-S-O-N? D-O-P as in bravo, S-O-N. And you said last four was five, one, six, four, correct? Uh, correct. Mm-hmm. Did you just fill out an application and started working with them? Um, not just fill out an application, but I started my, I just started my, um, assignment this week. Yes. Okay. So they have not sent over your file yet, we don't have it in our systems. Um, you have two options. Okay. We can either go ahead and create one for you, however- Uh-huh. ... we will need your full Social. In the event that you do not feel comfortable providing it on the recorded line, then it will just be you calling in to check and see when we do receive it. Um, we can go ahead if you'd like. I don't know, it doesn't make a difference to me. She told me to call, so I'm calling. What is the full Social? 580-25-5164. What is your first name? Tanyana. T as in Tango, A-N as in Nancy, Y-A-N-A. And what is your mailing address? Mailing address is going to be 2831 Sedgview, and that's S-E-D-G-V-I-E-W Lane, Buford, Georgia 30519. Date of birth? September 27th, 1990. And the last three that you want to provide a email for the account or no email at the moment? Email is going to be t.dopson6118@outlook.com. And would it be okay to put the phone number you're calling in today ending in 7268 as the best contact on the account? That is correct. Mm-hmm. All right. Partners Personal offers medical, dental, vision, short-term disability, term life, which is basically their life insurance plan, critical illness with cancer benefits, group accident, and free Rx membership for the medication. So those are all of the plans that they are currently offering their employees. The way their enrollment and coverage works will be the following. Depending on how many plans, as well as whether or not you're going to put a dependent, the only acceptable dependents are your spouse or children, will depend on how much your policy's gonna come out to be, and it will be weekly benefits. So Partners Personal will be making a deduction per paycheck prior to the check being handed over to you. Okay, so I thought this was... Maybe I'm calling the wrong number? I don't know, I thought she said this was zero... The CHAMP plan, is that the one? No, ma'am. I believe you're calling the wrong, um, account administrator. So Partners Personal does have more than one account administrator, but the benefits that we offer are not with the CHAMP carrier or plan. Um, I do know they have another- Are they still on? ... carrier that offers those benefits, but we- Ma'am? ... do not. This is the one that she gave me. Okay, I'll just give her a call. Thank you, 'cause this is a waste of time. Thank you. No problem.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Unifor, I'm going to assist you today.

Speaker speaker_2: Hi, I'm calling, um, to set up, I guess, my services or sign up? I'm sorry. Mm-hmm.

Speaker speaker_1: Is this for the health insurance by your staffing company?

Speaker speaker_2: Yes. Mm-hmm. They told me I need to call this number, so...

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Uh, Partners Personal, Personnel.

Speaker speaker_1: May I, may I please have the last four of your Social?

Speaker speaker_2: Five, one, six, four.

Speaker speaker_1: And lastly, your last name?

Speaker speaker_2: Dopson.

Speaker speaker_1: D-O-P-S-O-N?

Speaker speaker_2: D-O-P as in bravo, S-O-N.

Speaker speaker_1: And you said last four was five, one, six, four, correct?

Speaker speaker_2: Uh, correct. Mm-hmm.

Speaker speaker_1: Did you just fill out an application and started working with them?

Speaker speaker_2: Um, not just fill out an application, but I started my, I just started my, um, assignment this week. Yes.

Speaker speaker_1: Okay. So they have not sent over your file yet, we don't have it in our systems. Um, you have two options.

Speaker speaker_2: Okay.

Speaker speaker_1: We can either go ahead and create one for you, however-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... we will need your full Social. In the event that you do not feel comfortable providing it on the recorded line, then it will just be you calling in to check and see when we do receive it.

Speaker speaker_2: Um, we can go ahead if you'd like. I don't know, it doesn't make a difference to me. She told me to call, so I'm calling.

Speaker speaker_1: What is the full Social?

Speaker speaker_2: 580-25-5164.

Speaker speaker_1: What is your first name?

Speaker speaker_2: Tanyana. T as in Tango, A-N as in Nancy, Y-A-N-A.

Speaker speaker_1: And what is your mailing address?

Speaker speaker_2: Mailing address is going to be 2831 Sedgview, and that's S-E-D-G-V-I-E-W Lane, Buford, Georgia 30519.

Speaker speaker_1: Date of birth?

Speaker speaker_2: September 27th, 1990.

Speaker speaker_1: And the last three that you want to provide a email for the account or no email at the moment?

Speaker speaker_2: Email is going to be t.dopson6118@outlook.com.

Speaker speaker_1: And would it be okay to put the phone number you're calling in today ending in 7268 as the best contact on the account?

Speaker speaker_2: That is correct. Mm-hmm.

Speaker speaker_1: All right. Partners Personal offers medical, dental, vision, short-term disability, term life, which is basically their life insurance plan, critical illness with cancer benefits, group accident, and free Rx membership for the medication. So those are all of the plans that they are currently offering their employees. The way their enrollment and coverage works will be the following. Depending on how many plans, as well as whether or not you're going to put a dependent, the only acceptable dependents are your spouse or children, will depend on how much your policy's gonna come out to be, and it will be weekly benefits. So Partners Personal will be making a deduction per paycheck prior to the check being handed over to you.

Speaker speaker_2: Okay, so I thought this was... Maybe I'm calling the wrong number? I don't know, I thought she said this was zero... The CHAMP plan, is that the one?

Speaker speaker_1: No, ma'am. I believe you're calling the wrong, um, account administrator. So Partners Personal does have more than one account administrator, but the benefits that we offer are not with the CHAMP carrier or plan. Um, I do know they have another-

Speaker speaker_2: Are they still on?

Speaker speaker_1: ... carrier that offers those benefits, but we-

Speaker speaker_2: Ma'am?

Speaker speaker_1: ... do not.

Speaker speaker_2: This is the one that she gave me. Okay, I'll just give her a call. Thank you, 'cause this is a waste of time. Thank you.

Speaker speaker_1: No problem.