

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey. How are you? My name is Britiska McCain and I was calling because, um, I want to enroll in benefits through Partners Personnel. Okay. So, Partners Personnel. What's the last four of your Social? Three, two, nine, seven. And for security purposes, could you verify your home address, including city, state and zip code? Uh-huh. 1133 Baileys Court, Jonesboro, Georgia, three, zero, two, three, six. And your date of birth? August 8, 1992. And a good telephone number have as 470-770-1275. Yes, sir. And the email I have is britiska1992 at gmail? Yes. Yes, sir. Okay. Now, did you have an idea of what you wanted to be enrolled into or no? Yes. Um, I had called earlier and the lady, uh, I didn't know, and she emailed me a benefits guide. So yeah, I picked out a plan. Mm-hmm. Okay. What were your elections? Um, it's the plan that's for 43.76 a week. 43.76. So the MEC Enhanced? Yes. Okay. So just medical? Anything else? Um, let me see. One second. Okay. I can do... I do dental and, um, I guess 24-hour group a- so what is 24-hour group accident? Um, so group accidents just a pre- pretty much an extra benefit coverage. Um, so say if, uh, you have emergency dental work that needs to be done, there's an extra benefit that goes for that. Same thing for a emergency room visit. Um... Here, let me try to pull that up real quick. Group accident. Okay. Yeah. So hospital emergency room, you get an extra \$250 for that visit. Same with physician's office at \$50, emergency dental work, \$50. Um, hospital admission, an additional 250. Um, so it's just extra benefit coverage on top of the, uh, indemnity plan. Well, that's... Well, okay, okay. No, I wouldn't get that one then. Uh, yeah, that'd be all. Okay, so the MEC Enhanced and dental for employee only, correct? Yes. Okay. So doing both of those would make your total deductions, uh, \$47.39 per week. Do you authorize Partners Personnel to make that deduction for you? Yes, that'd be fine. Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$47.39 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Then seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I can help you out with today? So it'll be two weeks before my benefits start? Two to three weeks? Give or take. Yes, ma'am. Okay. Okay, um, that'd be all. That'd be all. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey. How are you? My name is Britiska McCain and I was calling because, um, I want to enroll in benefits through Partners Personnel.

Speaker speaker_0: Okay. So, Partners Personnel. What's the last four of your Social?

Speaker speaker_1: Three, two, nine, seven.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Uh-huh. 1133 Baileys Court, Jonesboro, Georgia, three, zero, two, three, six.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 8, 1992.

Speaker speaker_0: And a good telephone number have as 470-770-1275.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is britiska1992 at gmail?

Speaker speaker_1: Yes. Yes, sir.

Speaker speaker_0: Okay. Now, did you have an idea of what you wanted to be enrolled into or no?

Speaker speaker_1: Yes. Um, I had called earlier and the lady, uh, I didn't know, and she emailed me a benefits guide. So yeah, I picked out a plan.

Speaker speaker_0: Mm-hmm. Okay. What were your elections?

Speaker speaker_1: Um, it's the plan that's for 43.76 a week.

Speaker speaker_0: 43.76. So the MEC Enhanced?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So just medical? Anything else?

Speaker speaker_1: Um, let me see. One second. Okay. I can do... I do dental and, um, I guess 24-hour group a- so what is 24-hour group accident?

Speaker speaker_0: Um, so group accidents just a pre- pretty much an extra benefit coverage. Um, so say if, uh, you have emergency dental work that needs to be done, there's an extra benefit that goes for that. Same thing for a emergency room visit. Um... Here, let me try to pull that up real quick. Group accident.

Speaker speaker_1: Okay.

Speaker speaker_0: Yeah. So hospital emergency room, you get an extra \$250 for that visit. Same with physician's office at \$50, emergency dental work, \$50. Um, hospital admission, an additional 250. Um, so it's just extra benefit coverage on top of the, uh, indemnity plan.

Speaker speaker_1: Well, that's... Well, okay, okay. No, I wouldn't get that one then. Uh, yeah, that'd be all.

Speaker speaker_0: Okay, so the MEC Enhanced and dental for employee only, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So doing both of those would make your total deductions, uh, \$47.39 per week. Do you authorize Partners Personnel to make that deduction for you?

Speaker speaker_1: Yes, that'd be fine.

Speaker speaker_0: Okay. Um, so I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$47.39 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Then seven to 10 business days later, you'll receive all of your policy and ID card information in the mail. Other than that, is there anything else I can help you out with today?

Speaker speaker_1: So it'll be two weeks before my benefits start? Two to three weeks?

Speaker speaker_0: Give or take. Yes, ma'am.

Speaker speaker_1: Okay. Okay, um, that'd be all. That'd be all.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay?

Speaker speaker_1: All right. Bye-bye.