

Transcript: Justin

Mills-5245140834762752-6334058187505664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah. I was trying to see... Uh, my name is Xavier Williams. I was trying to see if I can enroll in, uh... In my healthcare benefits? Okay. What's the staffing agency you work for? Uh, Partners. And the last four of your social? Uh, zero... I mean, eight, zero, 15. Eight, zero, one, five? Yes, sir. And your first and last name? Xavier Williams. And for security purposes, can you verify your home address, including city, state and zip code, Xavier? You said verify my what? My home address? Can you verify your home address, including city, state and zip code? 7... 75... 75050, uh, 772... Uh, 77028. Uh, Houston, Texas. And your date of birth? December 6th, 2001. And if a good phone number you have is 346-446-9558. Uh, that's my old number. I have a new number. It's currently off, but I have a new number. What's a good number for you? Uh, 832-923-3857. And just to confirm, 832-923-3857? Yes, sir. And the email you have is xwilliams1206 at gmail? Yes, sir. Okay. Now, uh, did you have an idea of what you wanted to be enrolled into through Partners, or no? Uh, for my... I was, uh, told through somebody else, but I was trying to get my dental, uh, insurance, uh, up and running. I was trying to see if I could get that going. Okay, so just dental for employee only? Yeah. Okay. Um, because I do know that Partners does offer other things like medical plans, um, short-term disability, term life which is life insurance, vision, um, preventative healthcare service plans, uh, behavioral health- Okay. ... and ID expense. Okay. Well, yeah. For right now we're just gonna work on dental right now. So go ahead and get that going. Okay. No worries. So doing dental for employee only would make your children deductions \$3.63 a week, do you authorize Partners Personnel to make that deduction for you? Yeah. Okay. Um- I believe it's gonna come straight out my check, huh? Correct. Okay, yeah. Let's... Let's do that. Okay. Um, so I do want to let you know that there... Uh, this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$3.63 come off your paycheck. Coverage begins the Monday we receive that deduction from Partners. Seven to ten business days later you'll receive all of your policy and ID card information in the mail. Other than that, Xavier, is there anything else I could help you out with today? Uh, you said what? I can't even hear the last part. I gotta go out. I stated pending enrollments take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$3.63 come off your paycheck. Coverage begins the Monday we receive that deduction from Partners Personnel. Seven to ten business days later you'll receive all of your policy and ID card information in the mail. However, I do see that- Okay. ... Partners is a Section 125 client. So what Section 125 is, it's an IRS code which means employees could pay their premiums with pre-tax dollars, but that also means you must stay in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be

considered as marriage or divorce, birth or adoption- Yeah. ... of a child, or gaining coverage elsewhere. Other than that, is there anything else I could help you out with today? Uh, no. Other than that, uh, no, I'm good. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful Christmas. Okay? I hope you do, too. I appreciate it. Thank you. Bye-bye. You're welcome. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah. I was trying to see... Uh, my name is Xavier Williams. I was trying to see if I can enroll in, uh... In my healthcare benefits?

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Uh, Partners.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, zero... I mean, eight, zero, 15.

Speaker speaker_1: Eight, zero, one, five?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Xavier Williams.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code, Xavier?

Speaker speaker_2: You said verify my what? My home address?

Speaker speaker_1: Can you verify your home address, including city, state and zip code?

Speaker speaker_2: 7... 75... 75050, uh, 772... Uh, 77028. Uh, Houston, Texas.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: December 6th, 2001.

Speaker speaker_1: And if a good phone number you have is 346-446-9558.

Speaker speaker_2: Uh, that's my old number. I have a new number. It's currently off, but I have a new number.

Speaker speaker_1: What's a good number for you?

Speaker speaker_2: Uh, 832-923-3857.

Speaker speaker_1: And just to confirm, 832-923-3857?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email you have is xwilliams1206 at gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Now, uh, did you have an idea of what you wanted to be enrolled into through Partners, or no?

Speaker speaker_2: Uh, for my... I was, uh, told through somebody else, but I was trying to get my dental, uh, insurance, uh, up and running. I was trying to see if I could get that going.

Speaker speaker_1: Okay, so just dental for employee only?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, because I do know that Partners does offer other things like medical plans, um, short-term disability, term life which is life insurance, vision, um, preventative healthcare service plans, uh, behavioral health-

Speaker speaker_2: Okay.

Speaker speaker_1: ... and ID expense.

Speaker speaker_2: Okay. Well, yeah. For right now we're just gonna work on dental right now. So go ahead and get that going.

Speaker speaker_1: Okay. No worries. So doing dental for employee only would make your children deductions \$3.63 a week, do you authorize Partners Personnel to make that deduction for you?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um-

Speaker speaker_2: I believe it's gonna come straight out my check, huh?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay, yeah. Let's... Let's do that.

Speaker speaker_1: Okay. Um, so I do want to let you know that there... Uh, this pending enrollment will take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$3.63 come off your paycheck. Coverage begins the Monday we receive that deduction from Partners. Seven to ten business days later you'll receive all of your policy and ID card information in the mail. Other than that, Xavier, is there anything else I could help you out with today?

Speaker speaker_2: Uh, you said what? I can't even hear the last part. I gotta go out.

Speaker speaker_1: I stated pending enrollments take one to two weeks to go through. Then whenever you witness your first payroll deduction of the \$3.63 come off your paycheck. Coverage begins the Monday we receive that deduction from Partners Personnel. Seven to ten business days later you'll receive all of your policy and ID card information in the mail. However, I do see that-

Speaker speaker_2: Okay.

Speaker speaker_1: ... Partners is a Section 125 client. So what Section 125 is, it's an IRS code which means employees could pay their premiums with pre-tax dollars, but that also means you must stay in these elections until the next company open enrollment period or if you experience a qualified life event. However, a qualified life event would be considered as marriage or divorce, birth or adoption-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... of a child, or gaining coverage elsewhere. Other than that, is there anything else I could help you out with today?

Speaker speaker_2: Uh, no. Other than that, uh, no, I'm good.

Speaker speaker_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful Christmas. Okay?

Speaker speaker_2: I hope you do, too. I appreciate it.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: You're welcome. Bye-bye.