

## **Transcript: Justin**

**Mills-5254035858210816-6389282352087040**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Encourages. This is Justin. How can I help you today? Uh, yes. This is, uh, Tracy Calloway. I was calling about, uh, getting enrolled in insur- uh, medical insurance. Okay. What's the staffing agency you work for? Uh... Oh, shoot. The, uh, Partners Personnel. And the last four of your social? Eight, three. Eight, three. And for security purposes, can you verify the home address, including city, state and zip code, Tracy? Well, I... I just had to move anyway. It's, uh, 1207 Newtown Creek Loop Northeast, Apartment A, Calhoun, Georgia, 30701. And confirm your date of birth? 12/10/67. And a good telephone number I have is 528-7776? Yes, that's correct. And the email I have is tracycalloway767@gmail? Yes. Okay. What did you want to be enrolled into? Uh, I was looking into that VIP Standard. Okay. For employee only? Yes. Okay. So just medical. Anything else? Uh... Now does that cover their prescription? Yes, sir. So the VIP Standard covers hospitals, doctors and medications. Okay. Yeah. Well, I was looking at the, uh, the dental... I'd probably get the dental and the vision too. Okay. So the VIP Standard, dental and vision for employee only. Anything else? No, that, that'd be it. Okay. So doing those three would make your total deductions \$23.44 a week, if you authorize Partners Personnel to make that deduction for you. Yes. Okay. Um, so I do want to let you know that the spending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$23.44 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Seven to 10 business days later, you'll receive all of the physical and ID cards policy information in the mail. However, I do see that Partners as a Section 125 client. So what Section 125 is, it's an IRS code, which means employees can 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 of a child, or gaining coverage elsewhere. But other than that, Tracy, is there anything else I could help you out with today? Well, like I said, I did this move. Uh, can I give you my new address or do I need to contact them and give it to them? Uh, what's the new address for you? It is 330 Cedar Hill Drive Southwest, Apartment One, Calhoun, Georgia, 30701. Calhoun, Georgia, 30701? Yes. Okay. So I went ahead and updated that for you, so the ID cards should be going to the new mailing address, okay? All right. And, and, and you got the Apartment One? Yes, sir. I did. Okay. All right. All right. Well, I appreciate you. You're welcome. You have a great day, okay? All right. You too. Thank you. Bye-bye. All right. 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 Encourages. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, yes. This is, uh, Tracy Calloway. I was calling about, uh, getting enrolled in insur- uh, medical insurance.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Uh... Oh, shoot. The, uh, Partners Personnel.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: Eight, three. Eight, three.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and zip code, Tracy?

Speaker speaker\_2: Well, I... I just had to move anyway. It's, uh, 1207 Newtown Creek Loop Northeast, Apartment A, Calhoun, Georgia, 30701.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 12/10/'67.

Speaker speaker\_1: And a good telephone number I have is 528-7776?

Speaker speaker\_2: Yes, that's correct.

Speaker speaker\_1: And the email I have is tracycalloway767@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What did you want to be enrolled into?

Speaker speaker\_2: Uh, I was looking into that VIP Standard.

Speaker speaker\_1: Okay. For employee only?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So just medical. Anything else?

Speaker speaker\_2: Uh... Now does that cover their prescription?

Speaker speaker\_1: Yes, sir. So the VIP Standard covers hospitals, doctors and medications.

Speaker speaker\_2: Okay. Yeah. Well, I was looking at the, uh, the dental... I'd probably get the dental and the vision too.

Speaker speaker\_1: Okay. So the VIP Standard, dental and vision for employee only. Anything else?

Speaker speaker\_2: No, that, that'd be it.

Speaker speaker\_1: Okay. So doing those three would make your total deductions \$23.44 a week, if you authorize Partners Personnel to make that deduction for you.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so I do want to let you know that the spending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$23.44 come off your paycheck, coverage begins the Monday we receive that deduction from Partners. Seven to 10 business days later, you'll receive all of the physical and ID cards policy information in the mail. However, I do see that Partners as a Section 125 client. So what Section 125 is, it's an IRS code, which means employees can 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 of a child, or gaining coverage elsewhere. But other than that, Tracy, is there anything else I could help you out with today?

Speaker speaker\_2: Well, like I said, I did this move. Uh, can I give you my new address or do I need to contact them and give it to them?

Speaker speaker\_1: Uh, what's the new address for you?

Speaker speaker\_2: It is 330 Cedar Hill Drive Southwest, Apartment One, Calhoun, Georgia, 30701.

Speaker speaker\_1: Calhoun, Georgia, 30701?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So I went ahead and updated that for you, so the ID cards should be going to the new mailing address, okay?

Speaker speaker\_2: All right. And, and, and you got the Apartment One?

Speaker speaker\_1: Yes, sir. I did.

Speaker speaker\_2: Okay. All right. All right. Well, I appreciate you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: All right. You too. Thank you. Bye-bye.

Speaker speaker\_1: All right. Bye-bye.