

Transcript: Justin

Mills-5414077375922176-4974608990552064

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, hi. Actually, uh, we received a message for our parents about the benefits. They are starting work in, uh, in Polytainer there in, uh, uh, Greenwood, Indiana. Okay. So they received a text message. Uh, what was the staffing agency one more time? Uh, Polytainer. Partner Personal Does it go by a different name by any chance? Uh... Partner Personal... Partner Personal. It says, "Welcome to Partner... Partners Personal." Okay. So Partners Personal. Okay. Uh, and the last four of the Social? Uh, let me give you that. Just a minute. Uh, 4355. And what was the first and last name? First name Shinder Paul, last name Kaur. Okay. And for security purposes, could you verify the home address, including city, state and ZIP Code? Yeah. 928 Wellington Circle, Apartment B, Greenwood, Indiana, 46143. And the date of birth? 01/01/1965. 01/01/1965. And a good telephone number to have is 559-656-9492. Uh-huh. That's right. And the email have is amrit_z at Yahoo? Yes. Uh-huh. Okay. Um, so you received a text message. Uh, yes, so the text message that y'all probably received was just welcoming you to Partners Personnel and letting you know that you had 30 days, uh, to enroll in the benefits, um, like medical, dental, vision insurance. So it was just a courtesy reminder from Partners. Oh, okay. Okay. Um, were you wanting to be enrolled in the benefits? Mm-hmm. So it's medical, dental, vision, right? Yes. Stuff like that, yes. Um, but they do offer other things like FreeRx, which gives out free or discounted prescription coverage, short-term disability, HomeLife, which is life insurance, critical illness, group accident- Oh. ... and preventative healthcare service. And so those benefits, do, uh, do they need to pay anything for the benefits, something like that? Yes. So they are deducted weekly from the paycheck. Yeah. Any idea how much? Like... Um, so they have the medical plans that range from \$16.80 per week up to \$43.76. However, I can email you a copy of a benefit guide if that would help. Yeah. Can you send us, uh, the email so we can look at it? And, uh- Yeah. ... then I'll give you a call. Mm-hmm. Yeah. So I'll go ahead and do that for you. Um, the email that you should be looking out for for the benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay? Okay. Okay. Okay. Well, is there anything else I could help y'all with today? Uh, that'd be all. Thank you. You're welcome. Y'all have a great day, okay? Mm-hmm. Yes, thanks. Bye-bye. 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 on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey, hi. Actually, uh, we received a message for our parents about the benefits. They are starting work in, uh, in Polytaimer there in, uh, uh, Greenwood, Indiana.

Speaker speaker_1: Okay. So they received a text message. Uh, what was the staffing agency one more time?

Speaker speaker_2: Uh, Polytaimer.

Speaker speaker_3: Partner Personal

Speaker speaker_2: Does it go by a different name by any chance?

Speaker speaker_3: Uh... Partner Personal... Partner Personal.

Speaker speaker_2: It says, "Welcome to Partner... Partners Personal."

Speaker speaker_1: Okay. So Partners Personal. Okay. Uh, and the last four of the Social?

Speaker speaker_2: Uh, let me give you that. Just a minute. Uh, 4355.

Speaker speaker_1: And what was the first and last name?

Speaker speaker_2: First name Shinder Paul, last name Kaur.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and ZIP Code?

Speaker speaker_2: Yeah. 928 Wellington Circle, Apartment B, Greenwood, Indiana, 46143.

Speaker speaker_1: And the date of birth?

Speaker speaker_3: 01/01/1965.

Speaker speaker_2: 01/01/1965.

Speaker speaker_1: And a good telephone number to have is 559-656-9492.

Speaker speaker_2: Uh-huh. That's right.

Speaker speaker_1: And the email have is amrit_z at Yahoo?

Speaker speaker_2: Yes. Uh-huh.

Speaker speaker_1: Okay. Um, so you received a text message. Uh, yes, so the text message that y'all probably received was just welcoming you to Partners Personnel and letting you know that you had 30 days, uh, to enroll in the benefits, um, like medical, dental, vision insurance. So it was just a courtesy reminder from Partners.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Okay. Um, were you wanting to be enrolled in the benefits?

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: So it's medical, dental, vision, right?

Speaker speaker_1: Yes. Stuff like that, yes. Um, but they do offer other things like FreeRx, which gives out free or discounted prescription coverage, short-term disability, HomeLife, which is life insurance, critical illness, group accident-

Speaker speaker_2: Oh.

Speaker speaker_1: ... and preventative healthcare service.

Speaker speaker_2: And so those benefits, do, uh, do they need to pay anything for the benefits, something like that?

Speaker speaker_1: Yes. So they are deducted weekly from the paycheck.

Speaker speaker_3: Yeah.

Speaker speaker_2: Any idea how much? Like...

Speaker speaker_1: Um, so they have the medical plans that range from \$16.80 per week up to \$43.76. However, I can email you a copy of a benefit guide if that would help.

Speaker speaker_2: Yeah. Can you send us, uh, the email so we can look at it? And, uh-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... then I'll give you a call. Mm-hmm.

Speaker speaker_1: Yeah. So I'll go ahead and do that for you. Um, the email that you should be looking out for for the benefit guide will be coming from info, that's I-N-F-O, @benefitsandacard.com. Okay?

Speaker speaker_2: Okay. Okay. Okay.

Speaker speaker_1: Well, is there anything else I could help y'all with today?

Speaker speaker_2: Uh, that'd be all. Thank you.

Speaker speaker_1: You're welcome. Y'all have a great day, okay?

Speaker speaker_2: Mm-hmm. Yes, thanks. Bye-bye.

Speaker speaker_1: Bye-bye.