

Transcript: Justin

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Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello, Justin. How is, uh, calling, reaching out for, uh, enrolling for benefits. Okay. What's the staffing agency you work for? Personnel Personnel. I mean, Partners , Partners P- Partners Personnel. And the last four of your Social? 78899. And what was your first and last name? Jesse Arellano. And for security purposes, can you verify your home address, including city, state and zip code, Jesse? 789 East Third Street, Beaumont, California 92223. And confirm your date of birth? August 23rd, 1996. And a good telephone number has 951-590-5139? Yes. And the email has jarellano2324@yahoo? Yes. Okay. Um, now quick question. When did you start with Partners Personnel? I started maybe... I want to say October 8th. I can't remember, but I know it's been like three or four months ago. Okay. Did you receive your first paycheck around December 2nd? Yeah. Okay. So, I do know that you had 30 days from that date to be enrolled into benefits, because that's considered your personal open enrollment period. Um, it is now March 4th, so we're outside of that personal open enrollment period. Um, so unfortunately, if you wanted to enroll today, you would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or wait until Partners Personnel's next open enrollment period. When is the next open enrollment per- period? Um, let me verify that. Bear with me one second. Here. Do you mind if I place you on a brief hold for a second? Yeah, yeah. Okay. Okay. So, it looks like Partners Personnel had their last open enrollment from October 14th to October 25th of 2024. So, I presume sometime around that time this year. Mm-hmm. That makes sense. Sounds good. All right. Is there anything else I could help you out with today, Jesse? Uh, no, that's about it. Thank- thank you very much for the You're welcome. ... information. You're welcome. You have a great day, okay? Okay. Yep. All right. Buh-bye.

Conversation Format

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

Speaker speaker_1: Hello, Justin. How is, uh, calling, reaching out for, uh, enrolling for benefits.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Personnel Personnel. I mean, Partners , Partners P- Partners Personnel.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 78899.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Jesse Arellano.

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

Speaker speaker_1: 789 East Third Street, Beaumont, California 92223.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: August 23rd, 1996.

Speaker speaker_0: And a good telephone number has 951-590-5139?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email has jarellano2324@yahoo?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, now quick question. When did you start with Partners Personnel?

Speaker speaker_1: I started maybe... I want to say October 8th. I can't remember, but I know it's been like three or four months ago.

Speaker speaker_0: Okay. Did you receive your first paycheck around December 2nd?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So, I do know that you had 30 days from that date to be enrolled into benefits, because that's considered your personal open enrollment period. Um, it is now March 4th, so we're outside of that personal open enrollment period. Um, so unfortunately, if you wanted to enroll today, you would have to experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage, or wait until Partners Personnel's next open enrollment period.

Speaker speaker_1: When is the next open enrollment per- period?

Speaker speaker_0: Um, let me verify that. Bear with me one second. Here. Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: Yeah, yeah. Okay.

Speaker speaker_0: Okay. So, it looks like Partners Personnel had their last open enrollment from October 14th to October 25th of 2024. So, I presume sometime around that time this year.

Speaker speaker_1: Mm-hmm. That makes sense. Sounds good.

Speaker speaker_0: All right. Is there anything else I could help you out with today, Jesse?

Speaker speaker_1: Uh, no, that's about it. Thank- thank you very much for the

Speaker speaker_2: You're welcome.

Speaker speaker_0: ... information.

Speaker speaker_1: You're welcome. You have a great day, okay? Okay. Yep.

Speaker speaker_0: All right. Buh-bye.