

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey. So I got a text, uh, saying, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits called BIC," and a phone number. What staffing company do you work for? You said what? What staffing company do you work for? Uh, Partners Personnel. So wh-... And what did the text message say? Uh, it was just saying, um, that I got 30 days, uh, to enroll for benefits? Yeah, the health insurance offer through Partners Personnel. It's for the hea-... That's a message letting you know. It's an automatic text that goes out to new hires congratulating them on a job with Partners Personnel, letting them know they have 30 days to get enrolled into the health insurance offer through them if they wanted to. So I don't have to enroll for it? No, sir. This is letting you know you're eligible to get enrolled into the health insurance. Oh, okay. So were you interested in getting enrolled or you just want information? Uh, I'll get enrolled, I guess. All right. What's the last four of your social? It's taken outta your, uh- Uh, four- It's taken outta your paycheck weekly, too. How much is it weekly? Depends on what you get enrolled. What was the last four of your social? Uh, 4917. First name? Brian. Last name? Garcia. Mm-hmm. For security purposes, can you verify your address and date of birth for me? 112 Hackberry Circle, August 17, 2006. Okay. So we got your phone number 86... Wait, did you say, did you say your date of birth? August 17, 2006. I bet you... So we got your phone number 864-490-7386? Yes, sir. And the email is miss_ um, spchristian20, uh, 32@gmail.com? Yes, sir. So yeah, it depends on what you would get enrolled in with how much it will take outta your paycheck weekly. So they offer you medical, FreeRx, dental, eye and disability, life insurance, vision, critical illness, group accident, and preventative care. Oh. Um, so- Are you interested in any health plans? If I did the medical, could I use it for, like, other people too? So you can get either you and your child or you and your family, or you and your wife, or you and your spouse. Would it work for, like, a girlfriend? Mm-hmm. Does Partners Personnel allow... Give me one moment. You mind if I put you on a brief hold? Yes, sir. You're good. Thank you. Yeah, you'll be, you'll be able to get your girlfriend enrolled if you wanted to. Yeah, Mr. Brian. All right. Yes, sir. Okay. So were you interested in getting enrolled, or you's wanting to know the prices for you and a spouse? Uh, just, just to know the prices for now. Okay. So with the, like, with the medical plan, they offer you three different plans. Mm-hmm. The BIC Standard, the BIC Plus, and the BIC Prime. For you, for the Standard, for you and your spouse, it would be \$33.50. For the Plus, it'd be \$66.51. And for the Prime, it'd be \$94.00. Oh, okay. Thanks for that. That's just the medical. Dental and vision, those are additional add-ons. That's not included in the medical. Okay. Okay, that's fine. So which one were you interested in? Um, I think I'm just gonna wait on it, but I will do it eventually. Okay. Well, was there anything else I can help you with today, Mr. Brian? Uh, no.

Thank you. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of the week, man. You bet. Yeah, yeah.

Conversation Format

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

Speaker speaker_1: Hey, thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey. So I got a text, uh, saying, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits called BIC," and a phone number.

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: You said what?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Uh, Partners Personnel.

Speaker speaker_1: So wh-... And what did the text message say?

Speaker speaker_2: Uh, it was just saying, um, that I got 30 days, uh, to enroll for benefits?

Speaker speaker_1: Yeah, the health insurance offer through Partners Personnel. It's for the hea-... That's a message letting you know. It's an automatic text that goes out to new hires congratulating them on a job with Partners Personnel, letting them know they have 30 days to get enrolled into the health insurance offer through them if they wanted to.

Speaker speaker_2: So I don't have to enroll for it?

Speaker speaker_1: No, sir. This is letting you know you're eligible to get enrolled into the health insurance.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So were you interested in getting enrolled or you just want information?

Speaker speaker_2: Uh, I'll get enrolled, I guess.

Speaker speaker_1: All right. What's the last four of your social? It's taken outta your, uh-

Speaker speaker_2: Uh, four-

Speaker speaker_1: It's taken outta your paycheck weekly, too.

Speaker speaker_2: How much is it weekly?

Speaker speaker_1: Depends on what you get enrolled. What was the last four of your social?

Speaker speaker_2: Uh, 4917.

Speaker speaker_1: First name?

Speaker speaker_2: Brian.

Speaker speaker_1: Last name?

Speaker speaker_2: Garcia.

Speaker speaker_1: Mm-hmm. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_2: 112 Hackberry Circle, August 17, 2006.

Speaker speaker_1: Okay. So we got your phone number 86... Wait, did you say, did you say your date of birth?

Speaker speaker_2: August 17, 2006.

Speaker speaker_1: I bet you... So we got your phone number 864-490-7386?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And the email is miss_ um, spchristian20, uh, 32@gmail.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: So yeah, it depends on what you would get enrolled in with how much it will take outta your paycheck weekly. So they offer you medical, FreeRx, dental, eye and disability, life insurance, vision, critical illness, group accident, and preventative care.

Speaker speaker_2: Oh. Um, so-

Speaker speaker_1: Are you interested in any health plans?

Speaker speaker_2: If I did the medical, could I use it for, like, other people too?

Speaker speaker_1: So you can get either you and your child or you and your family, or you and your wife, or you and your spouse.

Speaker speaker_2: Would it work for, like, a girlfriend?

Speaker speaker_1: Mm-hmm. Does Partners Personnel allow... Give me one moment. You mind if I put you on a brief hold?

Speaker speaker_2: Yes, sir. You're good.

Speaker speaker_1: Thank you. Yeah, you'll be, you'll be able to get your girlfriend enrolled if you wanted to. Yeah, Mr. Brian.

Speaker speaker_2: All right. Yes, sir.

Speaker speaker_1: Okay. So were you interested in getting enrolled, or you's wanting to know the prices for you and a spouse?

Speaker speaker_2: Uh, just, just to know the prices for now.

Speaker speaker_1: Okay. So with the, like, with the medical plan, they offer you three different plans.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The BIC Standard, the BIC Plus, and the BIC Prime. For you, for the Standard, for you and your spouse, it would be \$33.50. For the Plus, it'd be \$66.51. And for the Prime, it'd be \$94.00.

Speaker speaker_2: Oh, okay. Thanks for that.

Speaker speaker_1: That's just the medical. Dental and vision, those are additional add-ons. That's not included in the medical.

Speaker speaker_2: Okay. Okay, that's fine.

Speaker speaker_1: So which one were you interested in?

Speaker speaker_2: Um, I think I'm just gonna wait on it, but I will do it eventually.

Speaker speaker_1: Okay. Well, was there anything else I can help you with today, Mr. Brian?

Speaker speaker_2: Uh, no. Thank you.

Speaker speaker_1: If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of the week, man.

Speaker speaker_2: You bet.

Speaker speaker_1: Yeah, yeah.