

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm. How can I help you? Hello. I'm calling in regards to the text message I received to sign up for the benefits with my, uh, for the, with the employer. Which staffing company? Yes. Uh, personal, per, was it Personnel Partners? Partners, Partners Personnel? Partners Personnel? Yeah. And so you wanted to get enrolled or you just had questions? Well, they sent me a text message saying they asked for any information to call. So- Yes, ma'am. ... I don't know what I need to do from here. So it's health insurance offered through Partners Personnel. Yeah. That text message is an automatic text that goes out to the new hires congratulating them on getting the job with Partners Personnel and letting them know they have 30 days to get enrolled into the health insurance if they want to. Okay. So do I still have that allowed time? I don't know how close I am. Um- How long ago did you receive the text message? I just got to... Let me look at it now. Um, Wednesday, and then the earliest one I got was February 12th. Yeah, let me see. Yes, y'all. What's the last, what's the last four of your social? Uh, 3379. First name? Tonya, T-O-N-Y-A. Last name? Turner, T-U-R-N-E-R. Thank you. For security purposes, can you verify your address and date of birth for me? Uh, address is 9191 Janette Ct, Covington, GA 30014. And my date of birth is 2/4/1977. Thank you. So we got your phone number as 79- uh, 76089, 8290037? Yes. And the email is turner.tonyai, V-I, @gmail.com? Yes. Thank you. All right. So yeah, it looks like you're still in the window of getting enrolled if you wanted to. Yes, please. So do I need to go on your site? I don't know what I need to do. So you can just go through, you can go through the phone, I can get you enrolled over the phone. What type of plans were you interested in? They offer you medical, FreeRx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accidents, preventative care, behavior health, and an ID expert. Um, okay. Well, definitely, um, dental, um, I need vi- vision care, um, everything I guess for my primary doctors and specialists. So I don't know if they have... I feel like I need to see it to, to select. Um- I got you. What can I do? So what I can do, I can send you the benefit guide and you can look over it and then you can call, call us back and get enrolled once you've looked over the plans. Okay. 'Cause again, you do have- Okay. Yeah. ... you do have until the 10th of next month to get enrolled. And we're open til 8:00 PM Eastern Time. Oh. Okay. So yeah. I'll write that down. You said I have until the 10th of, of March. Actually, let me do, let me do some calculations 'cause I forgot February is a shorter month. Let me see. Oh, okay. But it's, typically it's 20, it's 30 days from the date you received your first paycheck. Okay. So in our system we have, uh, two 10s. February 10th. So 30 days from that day. So you actually have until March 10th. Yeah, until, until that date. Okay. Okay. And so you said you can send me that, um... Is there a way, um, that I can pull it up online so you don't have to mail it? To see the descriptions for the- We do. I be sending via email. Oh, okay. Perfect. That's perfect. Then I can look over it again. So is that turner.tony, tonyaivi@gmail.com, the

email definitive? Yes. Okay. Now what were you asking? Sorry. Yep. I'm sorry. And then you said your, your office is open til 8:00 PM Eastern Time? Yes, ma'am. We're open, yes, ma'am, we're open 8:00 AM to 8:00 PM Eastern Time. Okay. Okay, perfect. Okay. Yeah. Well, as soon as I get that, I'll look over it and then, um, give you all a call back and get enrolled. Okay. So I just sent that to your email. Would you be good to verify that you received it? Oh, let me see now. Hold on. Where did I tell you? Refresh. Sometimes it does go to your spam folder. Oh. Let me... Okay. Because I'm looking in... Yep, I see it. I'm sorry. This should be from info@benefitsintheCard.com? Yep. Partners Personnel enter 2025 enrollment guide. Yep. 2025. Okay. Thank you so much. So I'll just be back in touch with you to enroll. Okay. Well, was there anything else I can help you with today, Ms. Turner? No, thank you. I appreciate your help. No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend. Thank you. You too. Take care. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hello. I'm calling in regards to the text message I received to sign up for the benefits with my, uh, for the, with the employer.

Speaker speaker_0: Which staffing company?

Speaker speaker_1: Yes. Uh, personal, per, was it Personnel Partners? Partners, Partners Personnel?

Speaker speaker_0: Partners Personnel?

Speaker speaker_1: Yeah.

Speaker speaker_0: And so you wanted to get enrolled or you just had questions?

Speaker speaker_1: Well, they sent me a text message saying they asked for any information to call. So-

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: ... I don't know what I need to do from here.

Speaker speaker_0: So it's health insurance offered through Partners Personnel. Yeah. That text message is an automatic text that goes out to the new hires congratulating them on getting the job with Partners Personnel and letting them know they have 30 days to get enrolled into the health insurance if they want to.

Speaker speaker_1: Okay. So do I still have that allowed time? I don't know how close I am. Um-

Speaker speaker_0: How long ago did you receive the text message?

Speaker speaker_1: I just got to... Let me look at it now. Um, Wednesday, and then the earliest one I got was February 12th.

Speaker speaker_0: Yeah, let me see.

Speaker speaker_1: Yes, y'all.

Speaker speaker_0: What's the last, what's the last four of your social?

Speaker speaker_1: Uh, 3379.

Speaker speaker_0: First name?

Speaker speaker_1: Tonya, T-O-N-Y-A.

Speaker speaker_0: Last name?

Speaker speaker_1: Turner, T-U-R-N-E-R.

Speaker speaker_0: Thank you. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Uh, address is 9191 Janette Ct, Covington, GA 30014. And my date of birth is 2/4/1977.

Speaker speaker_0: Thank you. So we got your phone number as 79- uh, 76089, 8290037?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email is turner.tonyai, V-I, @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Thank you.

Speaker speaker_1: All right.

Speaker speaker_0: So yeah, it looks like you're still in the window of getting enrolled if you wanted to.

Speaker speaker_1: Yes, please. So do I need to go on your site? I don't know what I need to do.

Speaker speaker_0: So you can just go through, you can go through the phone, I can get you enrolled over the phone. What type of plans were you interested in? They offer you medical, FreeRx, virtual care, dental, short-term disability, life insurance, vision, critical illness, group accidents, preventative care, behavior health, and an ID expert.

Speaker speaker_1: Um, okay. Well, definitely, um, dental, um, I need vi- vision care, um, everything I guess for my primary doctors and specialists. So I don't know if they have... I feel like I need to see it to, to select. Um-

Speaker speaker_0: I got you.

Speaker speaker_1: What can I do?

Speaker speaker_0: So what I can do, I can send you the benefit guide and you can look over it and then you can call, call us back and get enrolled once you've looked over the plans.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause again, you do have-

Speaker speaker_1: Okay. Yeah.

Speaker speaker_0: ... you do have until the 10th of next month to get enrolled. And we're open til 8:00 PM Eastern Time.

Speaker speaker_1: Oh. Okay.

Speaker speaker_0: So yeah.

Speaker speaker_1: I'll write that down. You said I have until the 10th of, of March.

Speaker speaker_0: Actually, let me do, let me do some calculations 'cause I forgot February is a shorter month. Let me see.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: But it's, typically it's 20, it's 30 days from the date you received your first paycheck.

Speaker speaker_1: Okay.

Speaker speaker_0: So in our system we have, uh, two 10s.

Speaker speaker_1: February 10th. So 30 days from that day.

Speaker speaker_0: So you actually have until March 10th. Yeah, until, until that date.

Speaker speaker_1: Okay. Okay. And so you said you can send me that, um... Is there a way, um, that I can pull it up online so you don't have to mail it? To see the descriptions for the-

Speaker speaker_0: We do. I be sending via email.

Speaker speaker_1: Oh, okay. Perfect. That's perfect. Then I can look over it again.

Speaker speaker_0: So is that turner.tony, tonyaivi@gmail.com, the email definitive?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now what were you asking? Sorry.

Speaker speaker_1: Yep. I'm sorry. And then you said your, your office is open til 8:00 PM Eastern Time?

Speaker speaker_0: Yes, ma'am. We're open, yes, ma'am, we're open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Okay. Okay, perfect. Okay. Yeah. Well, as soon as I get that, I'll look over it and then, um, give you all a call back and get enrolled.

Speaker speaker_0: Okay. So I just sent that to your email. Would you be good to verify that you received it?

Speaker speaker_1: Oh, let me see now. Hold on. Where did I tell you? Refresh.

Speaker speaker_0: Sometimes it does go to your spam folder.

Speaker speaker_1: Oh. Let me... Okay. Because I'm looking in... Yep, I see it. I'm sorry.

Speaker speaker_0: This should be from info@benefitsintheCard.com?

Speaker speaker_1: Yep. Partners Personnel enter 2025 enrollment guide.

Speaker speaker_0: Yep. 2025.

Speaker speaker_1: Okay. Thank you so much. So I'll just be back in touch with you to enroll.

Speaker speaker_0: Okay. Well, was there anything else I can help you with today, Ms. Turner?

Speaker speaker_1: No, thank you. I appreciate your help.

Speaker speaker_0: No problem. Thanks for calling Benefits in a Card. I hope you have a great weekend.

Speaker speaker_1: Thank you. You too.

Speaker speaker_0: Take care.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.