

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-0-CALL. This is Joyce speaking. How may I help you? Hi. Um, I was sent this phone number for benefits. Mm-hmm. Um... We are the administrator for health insurance for different staffing agency. Okay. You work for staffing agency? Okay. What's the name of the staffing agency you work for, sir? Uh, Partners in Personnel. Okay. Are you interested in, in enrolling? Uh, yes. All right. Have you seen the benefit guide? No. Okay, just bear with me. Let's see. Just bear with me. The system a little slow. Okay. Um, let me get the last four digits of your Social so see if we have a file for you. Um, six nine four six. Six nine four six? Yes. Your first and last name? Alejandro Arellano. Mr. Arellano? Yes. For security reasons- Mm-hmm. ... and to make sure we are in the correct file, can you please verify your complete address and date of birth? Um, 29120 Celestial Drive, Menifee, California, 92584. And my birthday is 9-24-1990. We have a telephone number of 504-2877-1079 and your email is al90arellano@gmail.com. Yes, that's correct. All right. So Partner in Personnel does, um, offer like six health plan. Then they offer the options like dental, vision, um, life, that type of, uh, those options. Yes. If you would like, I could send you the complete guide so you could go over it and see the plan. These are not like major insurance. They already have a set amount that they're gonna cover. Anything will, um, anything above that amount will be your responsibility. Okay. You do have until the 27 of this month to enroll in the benefits. Okay. Um, the benefits... Uh, let's see. Um, every... Give me one second. Okay, the amount that you see under each plan, those are the amount that the insurance gonna cover. Okay. All right. So when you're ready to enroll, you could give us a call. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Or you could do it online. In the benefit guide you will find the link where to enroll if you would like to. Or if you have questions regarding the benefit guide, you can as well give us a call. Okay? Okay. Is there anything else I could do for you, Mr. Arellano? Um, no, that's, that's it. All right, thank you for giving us a call. Check your spam and junk mail. The email might go there. Okay. All right, thank you. Have a great rest of the- All right, thank you. ... day. You too. 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 10-0-CALL. This is Joyce speaking. How may I help you?

Speaker speaker_2: Hi. Um, I was sent this phone number for benefits.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um...

Speaker speaker_1: We are the administrator for health insurance for different staffing agency.

Speaker speaker_2: Okay.

Speaker speaker_1: You work for staffing agency? Okay. What's the name of the staffing agency you work for, sir?

Speaker speaker_2: Uh, Partners in Personnel.

Speaker speaker_1: Okay. Are you interested in, in enrolling?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: All right. Have you seen the benefit guide?

Speaker speaker_2: No.

Speaker speaker_1: Okay, just bear with me. Let's see. Just bear with me. The system a little slow. Okay. Um, let me get the last four digits of your Social so see if we have a file for you.

Speaker speaker_2: Um, six nine four six.

Speaker speaker_1: Six nine four six?

Speaker speaker_2: Yes.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Alejandro Arellano.

Speaker speaker_1: Mr. Arellano?

Speaker speaker_2: Yes.

Speaker speaker_1: For security reasons-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Um, 29120 Celestial Drive, Menifee, California, 92584. And my birthday is 9-24-1990.

Speaker speaker_1: We have a telephone number of 504-2877-1079 and your email is al90arellano@gmail.com.

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: All right. So Partner in Personnel does, um, offer like six health plan. Then they offer the options like dental, vision, um, life, that type of, uh, those options.

Speaker speaker_2: Yes.

Speaker speaker_1: If you would like, I could send you the complete guide so you could go over it and see the plan. These are not like major insurance. They already have a set amount that they're gonna cover. Anything will, um, anything above that amount will be your responsibility.

Speaker speaker_2: Okay.

Speaker speaker_1: You do have until the 27 of this month to enroll in the benefits.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, the benefits... Uh, let's see. Um, every... Give me one second. Okay, the amount that you see under each plan, those are the amount that the insurance gonna cover.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So when you're ready to enroll, you could give us a call. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Or you could do it online. In the benefit guide you will find the link where to enroll if you would like to. Or if you have questions regarding the benefit guide, you can as well give us a call. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Is there anything else I could do for you, Mr. Arellano?

Speaker speaker_2: Um, no, that's, that's it.

Speaker speaker_1: All right, thank you for giving us a call. Check your spam and junk mail. The email might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, thank you. Have a great rest of the-

Speaker speaker_2: All right, thank you.

Speaker speaker_1: ... day.

Speaker speaker_2: You too. Bye.