

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... benefits in a car? This is Pamela speaking. How may I help you? Hi. Uh, I'm just calling to sign up for, um, benefits for my husband and I. And who do you work for, ma'am? Partners Personnel. I have the last 40 years of your Social so I can pull up your file. Uh, 12/18. First and last name. Uh, Adriana Rodriguez. Okay. Rodriguez, for security reasons and just to make sure we are in the co- correct file, can you please verify the complete address and date of birth? Uh, sure. That's 815 Gulf Island Drive, Apollo Beach, uh, 33572. And the date of birth is 3/17/91. Thank you for the information. We have a telephone number on file, 813-625-6217, and your email is hprod.org at email dot com. Yes. Okay. And what would you like the role to? So I'll, um, we chose the Stay Healthy plus VIP Standard and dental. For you and your spouse, right? Yes. Standard and dental. We have the VIP Standard, Stay Healthy and dental. Yes, ma'am. Okay. The total is 62.19, um, which will be deducted from your paycheck every week. I'm gonna need now your spouse information. May I have his first name? Uh, Scott. Last name? Hoos. H-O-O-S. And your Social? And your Social? Uh, 345-78-2169. Okay. And his date of birth. 08/19/1987. All right. We have Scott information in. Now, Partner Personnel is under Section 125, which is an IRS regulation. What it means is that your... They will be deducting your premium pre-tax. Now, you are required to stay enrolled in the benefits into open enrollment or a qualified live event. Um, okay. Benefits, benefits will start the following Monday after you experience the first deductions from your, from your employer. After we receive it, I'm sorry. ID cards will be arriving within seven to 10 days. If you need to use your benefits before the ID cards arrive, you could give us a call. If they are generated in the system, we could send you temporary ones to your email. Okay. Right. Is there anything else I could do for you, ma'am? No, that's it. Thank you for giving us a call today. Have a great rest of the day. Thank you. You too.

Conversation Format

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

Speaker speaker_1: ... benefits in a car? This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Uh, I'm just calling to sign up for, um, benefits for my husband and I.

Speaker speaker_1: And who do you work for, ma'am?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: I have the last 40 years of your Social so I can pull up your file.

Speaker speaker_2: Uh, 12/18.

Speaker speaker_1: First and last name.

Speaker speaker_2: Uh, Adriana Rodriguez.

Speaker speaker_1: Okay. Rodriguez, for security reasons and just to make sure we are in the co- correct file, can you please verify the complete address and date of birth?

Speaker speaker_2: Uh, sure. That's 815 Gulf Island Drive, Apollo Beach, uh, 33572. And the date of birth is 3/17/91.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 813-625-6217, and your email is hprod.org at email dot com.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And what would you like the role to?

Speaker speaker_2: So I'll, um, we chose the Stay Healthy plus VIP Standard and dental.

Speaker speaker_1: For you and your spouse, right?

Speaker speaker_2: Yes.

Speaker speaker_1: Standard and dental. We have the VIP Standard, Stay Healthy and dental.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. The total is 62.19, um, which will be deducted from your paycheck every week. I'm gonna need now your spouse information. May I have his first name?

Speaker speaker_2: Uh, Scott.

Speaker speaker_1: Last name?

Speaker speaker_2: Hoos. H-O-O-S.

Speaker speaker_1: And your Social?

Speaker speaker_2: And your Social? Uh, 345-78-2169.

Speaker speaker_1: Okay. And his date of birth.

Speaker speaker_2: 08/19/1987.

Speaker speaker_1: All right. We have Scott information in. Now, Partner Personnel is under Section 125, which is an IRS regulation. What it means is that your... They will be deducting your premium pre-tax. Now, you are required to stay enrolled in the benefits into open enrollment or a qualified live event.

Speaker speaker_2: Um, okay.

Speaker speaker_1: Benefits, benefits will start the following Monday after you experience the first deductions from your, from your employer. After we receive it, I'm sorry. ID cards will be arriving within seven to 10 days. If you need to use your benefits before the ID cards arrive, you could give us a call. If they are generated in the system, we could send you temporary ones to your email.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Is there anything else I could do for you, ma'am?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: Thank you. You too.