

## **Transcript: Pamela**

**Blanc-4971353491324928-5851152627744768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Hello. I was, um... I was given a message from Partners Personal saying that I have 30 days from my last paycheck to enroll benefits. Yes. They offering health insurance to the employee. You will pay according of what you choose, and they will, um, deduct it from your payroll. Are you interested in enrolling? Uh, would I be in our role later, or do I have to do that right now? No, you have until the 28th to do so. But I current- I'm currently not working, though. Oh, okay. So you have to be active, actively working. Yeah, yeah. When you go back to work, um, you just give us a call and we can see if you are eligible to enroll at the time. All righty. Do I have to go back to work by the 28th? Or, like, what is gonna happen if I miss the 28th? No, no, to enroll in the benefits. Um, I mean, because it's open enrollment now. If you would be working, that's when, um, you have until the 28th. But since you're not working, when you go back to work, you can give us a call and we can let you know if you're eligible to enroll at that time. Oh, okay, okay, okay. All right. I got it. No problem. All right. Thank you so much. Bye-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 and Accord. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hello. I was, um... I was given a message from Partners Personal saying that I have 30 days from my last paycheck to enroll benefits.

Speaker speaker\_1: Yes. They offering health insurance to the employee. You will pay according of what you choose, and they will, um, deduct it from your payroll. Are you interested in enrolling?

Speaker speaker\_2: Uh, would I be in our role later, or do I have to do that right now?

Speaker speaker\_1: No, you have until the 28th to do so.

Speaker speaker\_2: But I current- I'm currently not working, though.

Speaker speaker\_1: Oh, okay. So you have to be active, actively working.

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: When you go back to work, um, you just give us a call and we can see if you are eligible to enroll at the time.

Speaker speaker\_2: All righty. Do I have to go back to work by the 28th? Or, like, what is gonna happen if I miss the 28th?

Speaker speaker\_1: No, no, to enroll in the benefits. Um, I mean, because it's open enrollment now. If you would be working, that's when, um, you have until the 28th. But since you're not working, when you go back to work, you can give us a call and we can let you know if you're eligible to enroll at that time.

Speaker speaker\_2: Oh, okay, okay, okay. All right. I got it.

Speaker speaker\_1: No problem.

Speaker speaker\_2: All right. Thank you so much. Bye-bye.