

## **Transcript: Pamela**

**Blanc-5880947745538048-5840455146192896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-A-Part. This is Pamela speaking. How may I help you? Oh, hi. Uh, I'm, I, uh, got a text saying that I have 30 days to enroll in benefits. My name is Joel Unger. And who do you work for? Oh, I work for, uh, Emerald Packaging. That's the name of the staff here ? And the... Yeah. And the, um, I'm at... The temp agency is, um, Partners Personnel. Okay. So these are, um, health insurance benefits? Yeah, to enroll it's ser- it says I have 30 days or call this number. Yes. So have you seen the benefit guide? Do you know what would you like to enroll to? Yeah, I know what I'd like to enroll in, yeah. All right. May I have the last four digits of the Social so I can pull up your file? Uh, 4668. 4668. Your first and last name, you said, sir? Joel Unger. Mr. Unger, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Oh, I... Can you repeat that? I couldn't hear you. Can you please verify your address and date of birth? My date of birth is 7-18-1970. And my address is 274 Redwood Torch Parkway, 304, Redwood City. Do you know the ZIP code in your area? 94065. Thank you. We have a telephone number on file, 650-471-5005. Yes. And your email is ■scamarra@, gmail.com? Yes. All right. And what would you like to enroll to, sir? Um, I wanna just enroll in the, the highest level of vision, uh, benefit. They only have one tier. Okay. You will be paying \$2 more. Yeah, I just wanna enroll in the, in the vision benefit program. All right. It costs \$2.15. All right. Is there any other plan that you would like to enroll to? No, just that. Okay. So, um, Partners Personnel is under Section 125. What it means is that your premium will be taken before taxes. Um, you are required to stay enrolled in the benefits. Um, if you would like to cancel, you have to wait for company open enrollment or a qualified live event. All right. The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be generated and it sent out to you within seven to 10 days. All right. So, uh... I can be reached- ... I'm, I'm all complete from here, my end then, right? Yes, sir. The- They'll pay for it from my check and then it'll come to me, right? Every week. Yes, sir. All right. Thank you very much. All right. All right. Thanks. Thank you for giving us a call.

### **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-A-Part. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Oh, hi. Uh, I'm, I, uh, got a text saying that I have 30 days to enroll in benefits. My name is Joel Unger.

Speaker speaker\_1: And who do you work for?

Speaker speaker\_2: Oh, I work for, uh, Emerald Packaging.

Speaker speaker\_1: That's the name of the staff here ?

Speaker speaker\_2: And the... Yeah. And the, um, I'm at... The temp agency is, um, Partners Personnel.

Speaker speaker\_1: Okay. So these are, um, health insurance benefits?

Speaker speaker\_2: Yeah, to enroll it's ser- it says I have 30 days or call this number.

Speaker speaker\_1: Yes. So have you seen the benefit guide? Do you know what would you like to enroll to?

Speaker speaker\_2: Yeah, I know what I'd like to enroll in, yeah.

Speaker speaker\_1: All right. May I have the last four digits of the Social so I can pull up your file?

Speaker speaker\_2: Uh, 4668.

Speaker speaker\_1: 4668. Your first and last name, you said, sir?

Speaker speaker\_2: Joel Unger.

Speaker speaker\_1: Mr. Unger, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_2: Oh, I... Can you repeat that? I couldn't hear you.

Speaker speaker\_1: Can you please verify your address and date of birth?

Speaker speaker\_2: My date of birth is 7-18-1970. And my address is 274 Redwood Torch Parkway, 304, Redwood City.

Speaker speaker\_1: Do you know the ZIP code in your area?

Speaker speaker\_2: 94065.

Speaker speaker\_1: Thank you. We have a telephone number on file, 650-471-5005.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And your email is ■scamarra@, gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And what would you like to enroll to, sir?

Speaker speaker\_2: Um, I wanna just enroll in the, the highest level of vision, uh, benefit.

Speaker speaker\_1: They only have one tier.

Speaker speaker\_2: Okay.

Speaker speaker\_1: You will be paying \$2 more.

Speaker speaker\_2: Yeah, I just wanna enroll in the, in the vision benefit program.

Speaker speaker\_1: All right. It costs \$2.15.

Speaker speaker\_2: All right.

Speaker speaker\_1: Is there any other plan that you would like to enroll to?

Speaker speaker\_2: No, just that.

Speaker speaker\_1: Okay. So, um, Partners Personnel is under Section 125. What it means is that your premium will be taken before taxes. Um, you are required to stay enrolled in the benefits. Um, if you would like to cancel, you have to wait for company open enrollment or a qualified life event.

Speaker speaker\_2: All right.

Speaker speaker\_1: The benefits will start the following Monday after we receive the first premium from your employer. Then your ID card will be generated and it sent out to you within seven to 10 days.

Speaker speaker\_2: All right. So, uh...

Speaker speaker\_1: I can be reached-

Speaker speaker\_2: ... I'm, I'm all complete from here, my end then, right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: The- They'll pay for it from my check and then it'll come to me, right?

Speaker speaker\_1: Every week. Yes, sir.

Speaker speaker\_2: All right. Thank you very much.

Speaker speaker\_1: All right.

Speaker speaker\_2: All right. Thanks.

Speaker speaker\_1: Thank you for giving us a call.