

## **Transcript: Pamela**

**Blanc-6174995221790720-5974794884300800**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. I can speak Spanish, but I'll press one. Thank you for calling Benefits in Accord. This is Pamela speaking, how may I help you? Uh, BIC receive a message from you guys? We are the administrator for health insurance for staffing agency. Okay. They just sent me a message to enroll for benefits. To what? Uh, it says, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits. Ca- call BIC." Okay. So... Let's see. What's the name of the staffing agency you work for? Partners Personnel. So if they offering you health insurance, if you would like to enroll in health- Health insurance? Yes. Okay. That's what they off-... Are you interested in en- enrolling? Would you like to enroll? Yeah, why- Yeah. Okay. So, you will be, um, paying every week. They will cont- uh, deduct it from your payroll. And they do offer f- f- six different medical plans. These are not like Mayo insurance. They already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. For example, they have three different plans. Uh, I'm okay- I'm okay. I'm all right then. No problem. All right. Thank you for calling.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: I can speak Spanish, but I'll press one.

Speaker speaker\_2: Thank you for calling Benefits in Accord. This is Pamela speaking, how may I help you?

Speaker speaker\_1: Uh, BIC receive a message from you guys?

Speaker speaker\_2: We are the administrator for health insurance for staffing agency.

Speaker speaker\_1: Okay. They just sent me a message to enroll for benefits.

Speaker speaker\_2: To what?

Speaker speaker\_1: Uh, it says, "Welcome to Partners Personnel. You have 30 days from your first paycheck to enroll in benefits. Ca- call BIC."

Speaker speaker\_2: Okay. So... Let's see. What's the name of the staffing agency you work for?

Speaker speaker\_1: Partners Personnel.

Speaker speaker\_2: So if they offering you health insurance, if you would like to enroll in health-

Speaker speaker\_1: Health insurance?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: That's what they off-... Are you interested in en- enrolling? Would you like to enroll?

Speaker speaker\_1: Yeah, why- Yeah.

Speaker speaker\_2: Okay. So, you will be, um, paying every week. They will cont- uh, deduct it from your payroll. And they do offer f- f- six different medical plans. These are not like Mayo insurance. They already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. For example, they have three different plans.

Speaker speaker\_1: Uh, I'm okay- I'm okay. I'm all right then.

Speaker speaker\_2: No problem.

Speaker speaker\_1: All right.

Speaker speaker\_2: Thank you for calling.