

Transcript: Pamela

Blanc-6319114681794560-6002251758256128

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking, how may I help you? Hey, um, I received a text message about, that I need to sign up for my benefits. Yes, who do you work for? Um, personal partnerships. I mean, partnership personal, something like that. Partner personnel? Yes. All right, um, may I have the last four digits of your social? 2936. Nine? 2936. 2936. Mm-hmm. The last name? M-O-T-A. And your first name? A-B-R-I-A-L. And you said the last four is 2926? 2936. 36, okay. Sorry about that. Don't worry. April, Avi Mota. Okay, Ms. Mota, for security, um, reasons just to make sure I am in the correct file, we need to verify your complete address and date of birth. Okay. Um, it's 6, um, 765 Kettering, Catherine Drive, um, Lawrenceville, Georgia 30046. And 04231993. Thank you for the information. We have a telephone number on file, 904-338-6350. Correct. And your email's your first name- Correct. ... last name@hotmail.com. Correct. And, um, do you know what plan would you like to enroll to? Have you seen the benefit guide? No. No, they never sent me anything about it. They just sent me a text message that I have to call this number. Okay, so let me see. So you do have until the 28th to enroll in the benefits. I could email you the complete guide, um, so you can see what they offer and- Yeah, please. ... please- I don't want to choose nothing and then my mother like- I know. ... don't need it. I completely understand, especially because these plans are under Section 125, which is an IRS regulation. Um, it allow you to have, uh, the deductions to be pre-taxed and you have to stay enrolled until company open enrollment or a qualified live event. Okay. Now, um, these benefits as well, they are not like medical insurance. They already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. When you receive the benefit guide, under each plan you're gonna see, uh, an amount there next to the benefits. That's the amount the insurance gonna cover. Okay, um, so the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there. Okay. And like I say, you have until the 28th to enroll. Give us a call if you have any questions regarding the benefit guide. You can enroll online or enroll over the phone with us. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Thank you. Okay. Anything else I could do for you, ma'am? No, that's all. Well, thank you so much. Oh, thank you for giving us a call today. Have a great rest of the day. You too. Buh-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 in a Card, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hey, um, I received a text message about, that I need to sign up for my benefits.

Speaker speaker_1: Yes, who do you work for?

Speaker speaker_2: Um, personal partnerships. I mean, partnership personal, something like that.

Speaker speaker_1: Partner personnel?

Speaker speaker_2: Yes.

Speaker speaker_1: All right, um, may I have the last four digits of your social?

Speaker speaker_2: 2936.

Speaker speaker_1: Nine?

Speaker speaker_2: 2936.

Speaker speaker_1: 2936.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: The last name?

Speaker speaker_2: M-O-T-A.

Speaker speaker_1: And your first name?

Speaker speaker_2: A-B-R-I-A-L.

Speaker speaker_1: And you said the last four is 2926?

Speaker speaker_2: 2936.

Speaker speaker_1: 36, okay. Sorry about that.

Speaker speaker_2: Don't worry.

Speaker speaker_1: April, Avi Mota. Okay, Ms. Mota, for security, um, reasons just to make sure I am in the correct file, we need to verify your complete address and date of birth.

Speaker speaker_2: Okay. Um, it's 6, um, 765 Kettering, Catherine Drive, um, Lawrenceville, Georgia 30046. And 04231993.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 904-338-6350.

Speaker speaker_2: Correct.

Speaker speaker_1: And your email's your first name-

Speaker speaker_2: Correct.

Speaker speaker_1: ... last name@hotmail.com.

Speaker speaker_2: Correct.

Speaker speaker_1: And, um, do you know what plan would you like to enroll to? Have you seen the benefit guide?

Speaker speaker_2: No. No, they never sent me anything about it. They just sent me a text message that I have to call this number.

Speaker speaker_1: Okay, so let me see. So you do have until the 28th to enroll in the benefits. I could email you the complete guide, um, so you can see what they offer and-

Speaker speaker_2: Yeah, please.

Speaker speaker_1: ... please-

Speaker speaker_2: I don't want to choose nothing and then my mother like-

Speaker speaker_1: I know.

Speaker speaker_2: ... don't need it.

Speaker speaker_1: I completely understand, especially because these plans are under Section 125, which is an IRS regulation. Um, it allow you to have, uh, the deductions to be pre-taxed and you have to stay enrolled until company open enrollment or a qualified live event.

Speaker speaker_2: Okay.

Speaker speaker_1: Now, um, these benefits as well, they are not like medical insurance. They already have a set amount that they're gonna pay. Anything above that amount will be your responsibility. When you receive the benefit guide, under each plan you're gonna see, uh, an amount there next to the benefits. That's the amount the insurance gonna cover. Okay, um, so the email will be coming in from info@benefitsinacard. Check your spam and junk mail. It might go there.

Speaker speaker_2: Okay.

Speaker speaker_1: And like I say, you have until the 28th to enroll. Give us a call if you have any questions regarding the benefit guide. You can enroll online or enroll over the phone with us. We're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: Thank you.

Speaker speaker_1: Okay. Anything else I could do for you, ma'am?

Speaker speaker_2: No, that's all. Well, thank you so much.

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

Speaker speaker_2: You too. Buh-bye.