

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. This is Pamela speaking. How may I help you? Yeah. I want to sign up for benefits. Who do you work for, sir? Uh, personnel of MSE. Partners Personnel? Yeah. Okay. May I have the last four digits of your Social so I can pull up your file? 6799. Your first and last name? Jose Morrell. Thank you. Mr. Morrell, 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. 243 Maplin Street, Leavenham, PA 17046. April 3rd, 1992. Thank you. We have a... Sorry, a telephone number on file, 717-508-6951 and your email is shan... shanhana? Yeah. 0324@gmail.com? Yeah. Thank you. And do you know what plan would you like to enroll to? Uh, dental and medical. Okay. So, um, Partners Personnel, they offer six different medical plans. Um, have you seen the benefit guide? Uh, no. No. Let's see when is the latest you have enrolled. So you do have until the 27th of November. If you would like, I could go ahead and enroll... um, send you the benefit guide so that way you could see all the plans that they offer and how much you will pay. These insurance are not like major insurance, they already have a set amount that they're going to pay. Anything above that amount will be your responsibility. Okay. Um, all right. So the email will be coming from info@benefitsinacard. Check your spam and junk mail. And we're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. When you... You can go online or you could give us a call back and we'll be more than happy to assist you with enrollment. All right. Sounds good. All right. Anything else I could do for you, sir? Um, no, that's the only thing. All right. Thank you for giving us a call today, um, Mr. Mor- Morrell. Have a great rest of the day. You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Hi. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah. I want to sign up for benefits.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: Uh, personnel of MSE.

Speaker speaker_1: Partners Personnel?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: 6799.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Jose Morrell.

Speaker speaker_1: Thank you. Mr. Morrell, 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: 243 Maplin Street, Leavenham, PA 17046. April 3rd, 1992.

Speaker speaker_1: Thank you. We have a... Sorry, a telephone number on file, 717-508-6951 and your email is shan... shanhana?

Speaker speaker_2: Yeah.

Speaker speaker_1: 0324@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Thank you. And do you know what plan would you like to enroll to?

Speaker speaker_2: Uh, dental and medical.

Speaker speaker_1: Okay. So, um, Partners Personnel, they offer six different medical plans. Um, have you seen the benefit guide?

Speaker speaker_2: Uh, no.

Speaker speaker_1: No. Let's see when is the latest you have enrolled. So you do have until the 27th of November. If you would like, I could go ahead and enroll... um, send you the benefit guide so that way you could see all the plans that they offer and how much you will pay. These insurance are not like major insurance, they already have a set amount that they're going to pay. Anything above that amount will be your responsibility.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, all right. So the email will be coming from info@benefitsinacard. Check your spam and junk mail. And we're here from 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. When you... You can go online or you could give us a call back and we'll be more than happy to assist you with enrollment.

Speaker speaker_2: All right. Sounds good.

Speaker speaker_1: All right. Anything else I could do for you, sir?

Speaker speaker_2: Um, no, that's the only thing.

Speaker speaker_1: All right. Thank you for giving us a call today, um, Mr. Mor- Morrell. Have a great rest of the day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Bye-bye. Bye.