

Transcript: Pearl

Rojas-5372318883725312-5945240442585088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who the hell was I just speaking with? Hi, hello? Hi. How can I assist you? Yes, I received a text message, um, saying that something is going to end and I'm not quite sure exactly what it is. Okay. Do you work for a staffing agency? Yes, I do. For which one? For Partners Personnel. Okay. Did you recently start with them? Yes. Uh, about a month ago or a little more than a month ago. Okay. Um, Partners Personnel offers their employees healthcare benefits, so uh, things like dental, vision, medical, short-term disability, stuff like that. They give their employees- Okay. ... three days after their first paycheck to enroll. Okay. And it's something that's deducted from your check weekly. Okay. So how, how could I sign up or what, what can I do? You can sign up over the phone or you can fill out an enrollment form with your staffing agency, however you prefer. Okay. Can I sub- sign up now? Okay. What is the last four digits of your social? 5625. And if you can confirm your address and date of birth, and I'm sorry, your name. Araceli Talmuth, year 24, 1986. And your address. 7662 Canberra Way. C-A-N-B-E-R-R-A Way, in Riverside, California 92508. All righty. And I have your phone number as 951-623-2207. Correct. And I have your email address as A-R-C-A-N-D-A-X-C-O6 @yahoo.com. Yeah. All righty. And let me just confirm here. All righty. So you are still eligible to enroll in coverage. Do you know what you're wanting to enroll in today? Um, where can I get information? Uh, I can send you a copy of the benefit guide to your email and show you- Okay. ... the plans that are offered, how much they cost, um, and what they cover. Okay. Sounds good. And then when's the last day to enroll? You are eligible to enroll until the 11th of December. Um, yeah, until the 11th. Okay. Or the 10th, I'm sorry, till the 10th- Okay. ... of December. The 10th? Okay. So just go over the benefits and then call you guys back? Yep. Um, the info we're gonna... the email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. And can I get benefits for my spouse? For your spouse? Yeah. Yes. Uh, yes. Okay. Um, and what if we're not legally married? Um, let me take a look here. Give me one moment. Thank you. Okay. Partners does allow domestic partners. It does? Okay. Yes. Okay. Do you have any other questions? Oh, thank you. No, that's it. All righty. Thank you so much for calling. You have a good day. You have a good day. Thank you. Bye.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... who the hell was I just speaking with?

Speaker speaker_2: Hi, hello?

Speaker speaker_1: Hi. How can I assist you?

Speaker speaker_2: Yes, I received a text message, um, saying that something is going to end and I'm not quite sure exactly what it is.

Speaker speaker_1: Okay. Do you work for a staffing agency?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: For which one?

Speaker speaker_2: For Partners Personnel.

Speaker speaker_1: Okay. Did you recently start with them?

Speaker speaker_2: Yes. Uh, about a month ago or a little more than a month ago.

Speaker speaker_1: Okay. Um, Partners Personnel offers their employees healthcare benefits, so uh, things like dental, vision, medical, short-term disability, stuff like that. They give their employees-

Speaker speaker_2: Okay.

Speaker speaker_1: ... three days after their first paycheck to enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: And it's something that's deducted from your check weekly.

Speaker speaker_2: Okay. So how, how could I sign up or what, what can I do?

Speaker speaker_1: You can sign up over the phone or you can fill out an enrollment form with your staffing agency, however you prefer.

Speaker speaker_2: Okay. Can I sub- sign up now?

Speaker speaker_1: Okay. What is the last four digits of your social?

Speaker speaker_2: 5625.

Speaker speaker_1: And if you can confirm your address and date of birth, and I'm sorry, your name.

Speaker speaker_2: Araceli Talmuth, year 24, 1986.

Speaker speaker_1: And your address.

Speaker speaker_2: 7662 Canberra Way. C-A-N-B-E-R-R-A Way, in Riverside, California 92508.

Speaker speaker_1: All righty. And I have your phone number as 951-623-2207.

Speaker speaker_2: Correct.

Speaker speaker_1: And I have your email address as A-R-C-A-N-D-A-X-C-O6 @yahoo.com.

Speaker speaker_2: Yeah.

Speaker speaker_1: All righty. And let me just confirm here. All righty. So you are still eligible to enroll in coverage. Do you know what you're wanting to enroll in today?

Speaker speaker_2: Um, where can I get information?

Speaker speaker_1: Uh, I can send you a copy of the benefit guide to your email and show you-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the plans that are offered, how much they cost, um, and what they cover.

Speaker speaker_2: Okay. Sounds good. And then when's the last day to enroll?

Speaker speaker_1: You are eligible to enroll until the 11th of December. Um, yeah, until the 11th.

Speaker speaker_2: Okay.

Speaker speaker_1: Or the 10th, I'm sorry, till the 10th-

Speaker speaker_2: Okay.

Speaker speaker_1: ... of December.

Speaker speaker_2: The 10th? Okay. So just go over the benefits and then call you guys back?

Speaker speaker_1: Yep. Um, the info we're gonna... the email's going to come from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker_2: Okay. And can I get benefits for my spouse?

Speaker speaker_1: For your spouse?

Speaker speaker_2: Yeah.

Speaker speaker_1: Yes.

Speaker speaker_2: Uh, yes. Okay. Um, and what if we're not legally married?

Speaker speaker_1: Um, let me take a look here. Give me one moment.

Speaker speaker_2: Thank you.

Speaker speaker_1: Okay. Partners does allow domestic partners.

Speaker speaker_2: It does? Okay.

Speaker speaker_1: Yes. Okay. Do you have any other questions?

Speaker speaker_2: Oh, thank you. No, that's it.

Speaker speaker_1: All righty. Thank you so much for calling.

Speaker speaker_2: You have a good day.

Speaker speaker_1: You have a good day.

Speaker speaker_2: Thank you. Bye.