

## **Transcript: VICTORIA**

**Taylor-4984216317378560-4809420434620416**

### **Full Transcript**

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Hey, Victoria. This is Mario. Um, I just got the text message that... to enroll in benefits and stuff like that. I just started working at Maine Electric. Um, I'm trying to see what the benefits are and how to enroll or if I need to or, you know, what's that all about, 'cause I'm not really too sure. What's the name of the staffing agency you're working through? I'm working through Partner Personnel and I'm in the wire crew in Maine Electric in Crystal Falls, Oregon. Okay. Do you know the, like the, the plans being offered through your Partners Personnel at all? Or what you might want to enroll into? Uh, no clue. I heard there's good benefits but I, I don't know what the benefits are and I don't know... I don't really know. I wasn't really too sure. Okay. So, first and foremost, it is for medical insurance. Um, the majority of the plans being offered are not major medical, so it's not gonna be comparable to like major medical insurance companies like Blue Cross Blue Shield or United Health. It does work a little bit different. Um, so what I can do, um, because there are a couple different plans to choose from, I can send you a copy of the benefits guide to your email. That way you can look over the different options. It'll go over the plans, what they cover and how much they cost. And then if you see anything from there that you would like to enroll into, you would just call us back from there. Okay. Yeah, if you could send me those, that'd be... I would greatly appreciate that. Okay. What would be a good email to send that to? Um, marioxmahh@gmail.com. That's Mario, M-A-R-I-O X-M-A-H @gmail.com. All right. So I have M-A-R-I-O X-M-A-H-H @gmail.com? No, just M-A-H. That's it. Just three letters and then, uh, @gmail.com. Not H-H. All right, so marioxmahh@gmail.com. Yep. All righty. Um, are you a new hire with them? Yeah. Okay. I've been working about three, four weeks from now. Okay. Uh, so it's... Typically, with, uh, new hires they give you 30 days from the date of your first check to enroll. Yeah. I seen that, uh, the message... That's why I called, 'cause I wasn't too sure. Okay. Well, did you have any other questions for me? Okay. But thank you. N- nah, that was it. I just wanted to know what the benefits were and what it was all about. But you pretty much went over it and that you're gonna send it to me. I just gotta look over it and then call back. Okay. You have a wonderful night. Okay. You too. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on the Card. This is Victoria. How can I help you?

Speaker speaker\_1: Hey, Victoria. This is Mario. Um, I just got the text message that... to enroll in benefits and stuff like that. I just started working at Maine Electric. Um, I'm trying to see what the benefits are and how to enroll or if I need to or, you know, what's that all about, 'cause I'm not really too sure.

Speaker speaker\_0: What's the name of the staffing agency you're working through?

Speaker speaker\_1: I'm working through Partner Personnel and I'm in the wire crew in Maine Electric in Crystal Falls, Oregon.

Speaker speaker\_0: Okay. Do you know the, like the, the plans being offered through your Partners Personnel at all? Or what you might want to enroll into?

Speaker speaker\_1: Uh, no clue. I heard there's good benefits but I, I don't know what the benefits are and I don't know... I don't really know. I wasn't really too sure.

Speaker speaker\_0: Okay. So, first and foremost, it is for medical insurance. Um, the majority of the plans being offered are not major medical, so it's not gonna be comparable to like major medical insurance companies like Blue Cross Blue Shield or United Health. It does work a little bit different. Um, so what I can do, um, because there are a couple different plans to choose from, I can send you a copy of the benefits guide to your email. That way you can look over the different options. It'll go over the plans, what they cover and how much they cost. And then if you see anything from there that you would like to enroll into, you would just call us back from there.

Speaker speaker\_1: Okay. Yeah, if you could send me those, that'd be... I would greatly appreciate that.

Speaker speaker\_0: Okay. What would be a good email to send that to?

Speaker speaker\_1: Um, marioxmahh@gmail.com. That's Mario, M-A-R-I-O X-M-A-H @gmail.com.

Speaker speaker\_0: All right. So I have M-A-R-I-O X-M-A-H-H @gmail.com?

Speaker speaker\_1: No, just M-A-H. That's it. Just three letters and then, uh, @gmail.com. Not H-H.

Speaker speaker\_0: All right, so marioxmahh@gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: All righty. Um, are you a new hire with them?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I've been working about three, four weeks from now.

Speaker speaker\_0: Okay. Uh, so it's... Typically, with, uh, new hires they give you 30 days from the date of your first check to enroll.

Speaker speaker\_1: Yeah. I seen that, uh, the message... That's why I called, 'cause I wasn't too sure.

Speaker speaker\_0: Okay. Well, did you have any other questions for me?

Speaker speaker\_1: Okay. But thank you. N- nah, that was it. I just wanted to know what the benefits were and what it was all about. But you pretty much went over it and that you're gonna send it to me. I just gotta look over it and then call back.

Speaker speaker\_0: Okay. You have a wonderful night.

Speaker speaker\_1: Okay. You too. Bye.

Speaker speaker\_0: Bye-bye.