

Transcript: VICTORIA

Taylor-5739528328790016-4683707390050304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. This is Victoria. How can I help you? Uh, yes, I'm calling to enroll in the, uh, the, um, benefits, um, early, uh, benefits, uh, for, uh, the Partners Personnel. Okay. Uh, what's the last four of your Social? 5524. And your first and last name? Um, uh, under them it may be, uh, Willie Warren or Lawrence Warren. Lawrence is my middle name. Okay. Uh, do you mind verifying your address? So the last name is Warren. Gotcha. Um, do you mind verifying your address and date of birth? Date of birth is 2/24/1972. And the address is- And your mailing address. ... uh, it's 8, uh, 851 Southwest East Mall Park... East, East, East Parkway, East Mall Parkway, Everett, 90208, I believe. Okay. It looks like I have a different address. I have 530 Southwest Everett Mall Way, Suite 10. Oh, it's 530? Oh, my, my bad. Excuse me. That's what I meant, 530. Okay. And then tell me- I, I got the address mis- mixed up with somewhere else. No worries. And then Southwest- Southwest Parkway, yeah. Okay. So I have Southwest Everett Mall Way. Yeah, Southwest goes first. Everett Mall Way. Suite 10? Oh, it's, oh, it's not Parkway? No, sir. I just have 530 Southwest- Hello? ... Everett Mall Way, Suite 10 in Everett, Washington 98204. Okay, 9- 98204. Yeah, I get the, I get the ZIP code and the ad- uh, uh, the address mixed up with something else. I'm sorry. But that's the correct one. Okay. Phone number 323-909-6968? Yes. And then, uh, email is gonna be R-I-S-E-U-O, uh, W-A-R-R112@gmail.com? Uh, yes. Okay. Do you know what plans you're wanting to enroll into specifically? Uh, just the early payment, um, the early payment, um, program. I'm not familiar with what that is. This is for medical insurance through Partners Personnel. Right. They told... Well, they sent me a text saying that I had to, uh, register in the early enrollment program in order to get the early payment, uh, program and to get the, get the card from them. So this is why I'm calling 'cause they, they sent me two texts today and one yesterday. Okay, this- They said you have 30 days to enroll in the early payment. It said early payment. It didn't say anything about medical. Okay. Yeah, this is not anything to do with your payroll. This is for medical insurance. So your employer gives you 30 days from the date of your first check- Oh, could you, could you hold on for one second? Could you... Hello? Sure. Ma'am, ma'am, could... Ma'am, ma'am, could you hold on for one second? Sure. Hello? I'm here. Hello? Okay. Okay, yeah. Um, yeah, so what... Yeah. I'm still here. So, uh, is that all the information you need to enroll me in the program for benefits? Okay- For the medical benefits? Well, what, what medical plans are you wanting? I need to see a doctor while I'm here because my doctor is way... It's, it's too far away to see. Okay. I mean, there's a couple different medical plans to choose from. Uh, what I can do is I can email you a copy of the benefits guide if you wanna look over that. Um, it'll go over like all the plans being offered, what they cover and how much they cost- No, no, no, I... Right. Is this, is this something you have to pay for or is it benefits that, that go along with me working for, for them, uh, for, for

the, uh, through the personnel, um, agency? Yes, sir. You would have to- Do you have to pay for these benefits? Yes, sir. You would have to pay for the benefits. Okay, I see. Yeah, well could you just email, uh, the packages to that, uh, to that, um, email and, uh, I'll check 'em out and, and, and see what they're about? Sure. Um, if you decide you want to enroll into anything, just call us back. It looks like you have until the 11th of December to do so. Okay. Thank you so much. I appreciate it. You're welcome. Have a good day. You too. Bye-bye. Bye-bye. Do you need me to disconnect the call? Uh, yes, please. Okay, have a good day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefit Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, yes, I'm calling to enroll in the, uh, the, um, benefits, um, early, uh, benefits, uh, for, uh, the Partners Personnel.

Speaker speaker_1: Okay. Uh, what's the last four of your Social?

Speaker speaker_2: 5524.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Um, uh, under them it may be, uh, Willie Warren or Lawrence Warren. Lawrence is my middle name.

Speaker speaker_1: Okay. Uh, do you mind verifying your address?

Speaker speaker_2: So the last name is Warren.

Speaker speaker_1: Gotcha. Um, do you mind verifying your address and date of birth?

Speaker speaker_2: Date of birth is 2/24/1972. And the address is-

Speaker speaker_1: And your mailing address.

Speaker speaker_2: ... uh, it's 8, uh, 851 Southwest East Mall Park... East, East, East Parkway, East Mall Parkway, Everett, 90208, I believe.

Speaker speaker_1: Okay. It looks like I have a different address. I have 530 Southwest Everett Mall Way, Suite 10.

Speaker speaker_2: Oh, it's 530? Oh, my, my bad. Excuse me. That's what I meant, 530.

Speaker speaker_1: Okay. And then tell me-

Speaker speaker_2: I, I got the address mis- mixed up with somewhere else.

Speaker speaker_1: No worries. And then Southwest-

Speaker speaker_2: Southwest Parkway, yeah.

Speaker speaker_1: Okay. So I have Southwest Everett Mall Way.

Speaker speaker_2: Yeah, Southwest goes first. Everett Mall Way.

Speaker speaker_1: Suite 10?

Speaker speaker_2: Oh, it's, oh, it's not Parkway?

Speaker speaker_1: No, sir. I just have 530 Southwest-

Speaker speaker_2: Hello?

Speaker speaker_1: ... Everett Mall Way, Suite 10 in Everett, Washington 98204.

Speaker speaker_2: Okay, 9- 98204. Yeah, I get the, I get the ZIP code and the ad- uh, uh, the address mixed up with something else. I'm sorry. But that's the correct one.

Speaker speaker_1: Okay. Phone number 323-909-6968?

Speaker speaker_2: Yes.

Speaker speaker_1: And then, uh, email is gonna be R-I-S-E-U-O, uh, W-A-R-R112@gmail.com?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. Do you know what plans you're wanting to enroll into specifically?

Speaker speaker_2: Uh, just the early payment, um, the early payment, um, program.

Speaker speaker_1: I'm not familiar with what that is. This is for medical insurance through Partners Personnel.

Speaker speaker_2: Right. They told... Well, they sent me a text saying that I had to, uh, register in the early enrollment program in order to get the early payment, uh, program and to get the, get the card from them. So this is why I'm calling 'cause they, they sent me two texts today and one yesterday.

Speaker speaker_1: Okay, this-

Speaker speaker_2: They said you have 30 days to enroll in the early payment. It said early payment. It didn't say anything about medical.

Speaker speaker_1: Okay. Yeah, this is not anything to do with your payroll. This is for medical insurance. So your employer gives you 30 days from the date of your first check-

Speaker speaker_2: Oh, could you, could you hold on for one second? Could you... Hello?

Speaker speaker_1: Sure.

Speaker speaker_2: Ma'am, ma'am, could... Ma'am, ma'am, could you hold on for one second?

Speaker speaker_1: Sure.

Speaker speaker_2: Hello?

Speaker speaker_1: I'm here. Hello?

Speaker speaker_2: Okay. Okay, yeah. Um, yeah, so what... Yeah. I'm still here. So, uh, is that all the information you need to enroll me in the program for benefits?

Speaker speaker_1: Okay-

Speaker speaker_2: For the medical benefits?

Speaker speaker_1: Well, what, what medical plans are you wanting?

Speaker speaker_2: I need to see a doctor while I'm here because my doctor is way... It's, it's too far away to see.

Speaker speaker_1: Okay. I mean, there's a couple different medical plans to choose from. Uh, what I can do is I can email you a copy of the benefits guide if you wanna look over that. Um, it'll go over like all the plans being offered, what they cover and how much they cost-

Speaker speaker_2: No, no, no, I... Right. Is this, is this something you have to pay for or is it benefits that, that go along with me working for, for them, uh, for, for the, uh, through the personnel, um, agency?

Speaker speaker_1: Yes, sir. You would have to-

Speaker speaker_2: Do you have to pay for these benefits?

Speaker speaker_1: Yes, sir. You would have to pay for the benefits.

Speaker speaker_2: Okay, I see. Yeah, well could you just email, uh, the packages to that, uh, to that, um, email and, uh, I'll check 'em out and, and, and see what they're about?

Speaker speaker_1: Sure. Um, if you decide you want to enroll into anything, just call us back. It looks like you have until the 11th of December to do so.

Speaker speaker_2: Okay. Thank you so much. I appreciate it.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye-bye. Do you need me to disconnect the call?

Speaker speaker_2: Uh, yes, please.

Speaker speaker_1: Okay, have a good day.