

Transcript: VICTORIA

Taylor-6325250266972160-6502467664035840

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, this is Gustavo. Um, I had called it, uh, this number, um, well they, they told me to call it to, for my benefits. So, 'cause it says, "Welcome to Partners Person. You have 30 days from your first paycheck to enroll in benefits. Call this number for info." Sure. Do you know what you're wanting to enroll into or what's even being offered? Um... It just says to enroll in benefits. Yes, sir. So- But- This is for medical insurance that's being offered through Partners Personnel. Are you a new- Yeah. ... hire with ? Yes, I am. Okay. So you have 30 days from the date of your first check to get enrolled into benefits. Do you ***** know the different plans they offer? Uh, no, they didn't offer different plans or nothing like that. Okay. So they do offer different plans. I can send you more information to your email. Um, it'll go over like all the plans being offered, what they cover and how much they cost. So if you do see anything you're interested in from there, you can just call us back to enroll. Okay. Thank you. Yes, sir. What would be a good email to send that to? Um... Give me a second. Sure. Gustavo Aguirre. Do you mind spelling that out for me? Yeah. G-U-S-T-A-V-O A-G-U-I-R-R-E96@icloud.com. Okay. I'm just gonna repeat that back. G-U-S-T-A-V-O A-G-U-I-R-R-E96- Yeah. ...@icloud.com? Uh-huh. Okay. Perfect. All righty. Did you need help with anything else in the meantime? Mm... I mean, whatever you guys can, like, get me, I guess, like enroll me in the benefits. So you would have to tell us which specific plans you're wanting. We can't make any suggestions for you. But if ***** know what you want to enroll into, I can definitely pull up your file and get you enrolled. Yeah, that'd be fine. Okay. So you know which specific plans you're wanting? Uh, yeah, Medica. Okay, sir. So what I'm trying to explain is there's multiple medical plans to choose from. Do you know which specific one you're wanting? Uh, no. I'll just see which ones, uh, to... 'cause, um, you're gonna send it to me, right? Yes, sir. I sent you, uh, the benefits guide. So it goes over all of the medical plans that they offer, and then some information about the additional add-ons like dental and vision. So it goes over all of the policies we offer in general, and then, uh, what they cover, how much they cost, and even some information about the insurance carriers we work with. Okay. Thank you. You're welcome. You have a wonderful day. All right. All right, you too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, this is Gustavo. Um, I had called it, uh, this number, um, well they, they told me to call it to, for my benefits. So, 'cause it says, "Welcome to Partners Person. You have 30 days from your first paycheck to enroll in benefits. Call this number for info."

Speaker speaker_1: Sure. Do you know what you're wanting to enroll into or what's even being offered?

Speaker speaker_2: Um... It just says to enroll in benefits.

Speaker speaker_1: Yes, sir. So-

Speaker speaker_2: But-

Speaker speaker_1: This is for medical insurance that's being offered through Partners Personnel. Are you a new-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... hire with ?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: Okay. So you have 30 days from the date of your first check to get enrolled into benefits. Do you ***** know the different plans they offer?

Speaker speaker_2: Uh, no, they didn't offer different plans or nothing like that.

Speaker speaker_1: Okay. So they do offer different plans. I can send you more information to your email. Um, it'll go over like all the plans being offered, what they cover and how much they cost. So if you do see anything you're interested in from there, you can just call us back to enroll.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Yes, sir. What would be a good email to send that to?

Speaker speaker_2: Um... Give me a second.

Speaker speaker_1: Sure.

Speaker speaker_2: Gustavo Aguirre.

Speaker speaker_1: Do you mind spelling that out for me?

Speaker speaker_2: Yeah. G-U-S-T-A-V-O A-G-U-I-R-R-E96@icloud.com.

Speaker speaker_1: Okay. I'm just gonna repeat that back. G-U-S-T-A-V-O A-G-U-I-R-R-E96-

Speaker speaker_2: Yeah.

Speaker speaker_1: ...@icloud.com?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay. Perfect. All righty. Did you need help with anything else in the meantime?

Speaker speaker_2: Mm... I mean, whatever you guys can, like, get me, I guess, like enroll me in the benefits.

Speaker speaker_1: So you would have to tell us which specific plans you're wanting. We can't make any suggestions for you. But if ***** know what you want to enroll into, I can definitely pull up your file and get you enrolled.

Speaker speaker_2: Yeah, that'd be fine.

Speaker speaker_1: Okay. So you know which specific plans you're wanting?

Speaker speaker_2: Uh, yeah, Medica.

Speaker speaker_1: Okay, sir. So what I'm trying to explain is there's multiple medical plans to choose from. Do you know which specific one you're wanting?

Speaker speaker_2: Uh, no. I'll just see which ones, uh, to... 'cause, um, you're gonna send it to me, right?

Speaker speaker_1: Yes, sir. I sent you, uh, the benefits guide. So it goes over all of the medical plans that they offer, and then some information about the additional add-ons like dental and vision. So it goes over all of the policies we offer in general, and then, uh, what they cover, how much they cost, and even some information about the insurance carriers we work with.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: All right. All right, you too.