

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good day. I'm calling from Benefits in a Card on behalf of On Track Staffing. I'm looking to speak with Olivia. Yes, this is Olivia. Hey, good morning. Um, we spoke yesterday regarding your eligibility review, regarding your healthcare benefits, and I told you I was gonna call you today? Yeah. Um, they finally g- gave me a response and you are eligible to enroll. Um, I just wanted to give you a call to let you know that you are eligible, um, for the healthcare benefits. Okay. So how can I go about doing it? Um, do you wanna go ahead and do it? Can I call you later? Yeah, that's fine. Um, I believe you have till the 21st of March to enroll. Okay. Um, so that would be your deadline date. As long as you call before that date, you're eligible. Um, but yeah, whenever you have time, you're able to give us a call 'cause I believe I already sent you the benefit guide, right? Yes. Okay. And then if you have any questions still when you call, um, we'll be happy- Okay. ... to answer them. Okay, thank you. You're welcome. Have a nice day. Thanks, bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, good day. I'm calling from Benefits in a Card on behalf of On Track Staffing. I'm looking to speak with Olivia.

Speaker speaker_2: Yes, this is Olivia.

Speaker speaker_1: Hey, good morning. Um, we spoke yesterday regarding your eligibility review, regarding your healthcare benefits, and I told you I was gonna call you today?

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, they finally g- gave me a response and you are eligible to enroll. Um, I just wanted to give you a call to let you know that you are eligible, um, for the healthcare benefits.

Speaker speaker_2: Okay. So how can I go about doing it?

Speaker speaker_1: Um, do you wanna go ahead and do it?

Speaker speaker_2: Can I call you later?

Speaker speaker_1: Yeah, that's fine. Um, I believe you have till the 21st of March to enroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so that would be your deadline date. As long as you call before that date, you're eligible. Um, but yeah, whenever you have time, you're able to give us a call 'cause I believe I already sent you the benefit guide, right?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then if you have any questions still when you call, um, we'll be happy-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to answer them.

Speaker speaker_2: Okay, thank you.

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

Speaker speaker_2: Thanks, bye-bye.