

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from on behalf of Hospitality Solutions. I'm looking to speak with Mr. Bana. I mean, Ms. Bana. Hi. Yeah, this is her. Um, hey, good afternoon. I'm calling because we're currently processing the enrollment forms for the healthcare benefits of Hospitality Staffing Solutions, and you selected to enroll- Mm-hmm. ... into one of the healthcare benefits, but you also selected to decline the coverage. I was wondering if you accidentally selected one of the plans. I was just giving you a call to verify. Yeah, I actually- I was kind of confused with that, but, uh, yeah, I'm declining it because I'm on my parents' insurance. Sorry about that. Okay. Yeah, that's fine. Okay, so you did want to decline it, right? Yeah, I'm already- I'm, I'm with my parents' insurance, actually. Okay, that's fine. Thank you. Have a nice day. I'll go ahead and decline that coverage. Oh, actually, I had a quick question. Mm-hmm. Um, well, I don't know if to ask you or if to ask the representative that was talking to me earlier. Do you know how long it usually takes to process these forms? Ooh, like to be enrolled or for us to receive them? Yeah. Like, well, I know you guys receive them, but, like, to- for the next steps, like- 'Cause I already had my interview, so I didn't know if it was, like, after this do I finally- like, able to start working, or is there, like, \$500 due? Oh, okay. So that is something that you're gonna have to ask them, because we just take care of the healthcare benefits, um, them- Oh, okay. ... and different staffing agencies. We don't actually work there. Oh, okay. We just administrate their healthcare benefits, so yeah, you would have to speak to them directly. All right, thank you. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, good afternoon. I'm calling from on behalf of Hospitality Solutions. I'm looking to speak with Mr. Bana. I mean, Ms. Bana.

Speaker speaker_2: Hi. Yeah, this is her.

Speaker speaker_1: Um, hey, good afternoon. I'm calling because we're currently processing the enrollment forms for the healthcare benefits of Hospitality Staffing Solutions, and you selected to enroll-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... into one of the healthcare benefits, but you also selected to decline the coverage. I was wondering if you accidentally selected one of the plans. I was just giving you a call to verify.

Speaker speaker_2: Yeah, I actually- I was kind of confused with that, but, uh, yeah, I'm declining it because I'm on my parents' insurance. Sorry about that.

Speaker speaker_1: Okay. Yeah, that's fine. Okay, so you did want to decline it, right?

Speaker speaker_2: Yeah, I'm already- I'm, I'm with my parents' insurance, actually.

Speaker speaker_1: Okay, that's fine. Thank you. Have a nice day. I'll go ahead and decline that coverage.

Speaker speaker_2: Oh, actually, I had a quick question.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, well, I don't know if to ask you or if to ask the representative that was talking to me earlier. Do you know how long it usually takes to process these forms?

Speaker speaker_1: Ooh, like to be enrolled or for us to receive them?

Speaker speaker_2: Yeah. Like, well, I know you guys receive them, but, like, to- for the next steps, like- 'Cause I already had my interview, so I didn't know if it was, like, after this do I finally- like, able to start working, or is there, like, \$500 due?

Speaker speaker_1: Oh, okay. So that is something that you're gonna have to ask them, because we just take care of the healthcare benefits, um, them-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... and different staffing agencies. We don't actually work there.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: We just administrate their healthcare benefits, so yeah, you would have to speak to them directly.

Speaker speaker_2: All right, thank you.

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

Speaker speaker_2: You too. Bye-bye.