

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... only benefits in a card. My name is Stephanie. How can I assist you? Um, yeah, I got a text message, um, saying that I had, uh, 30 days for something. I don't think that applies to me, but I'm just double-checking. Okay. Um, so we're the healthcare administrators for staffing agencies. Um, by what you just said, it sounds like you have 30 days from the day that you receive your first check to be eligible to enroll. Oh, okay. So you recently applied- Well, it does take a person. ... or started working with a staffing agency. I'm sorry? Um, I did. I, I... Can you hear me? Can you hear me? Yes. Now I can. Oh, okay. Um, I did- Yes, ma'am. ... but I didn't stay very long. So, um, I didn't like how it was, uh, how it was, um, taken care of. Oh. So I didn't stay very long, so that doesn't apply to me, I assume. Oh, okay. Yeah. No, you would have to be working with them, because for these, um, benefits, they do weekly deductions to keep them active. Oh, okay. Mm-hmm. Yeah. There you go. So you would have to be working with them. So I would just ignore the text messages, then, 'cause they're just, like, reminders. Okay. Oh, thank you. Perfect. Thank you so much. You're welcome. Have a nice day. Bye. Bye.

Conversation Format

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

Speaker speaker_1: ... only benefits in a card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Um, yeah, I got a text message, um, saying that I had, uh, 30 days for something. I don't think that applies to me, but I'm just double-checking.

Speaker speaker_1: Okay. Um, so we're the healthcare administrators for staffing agencies. Um, by what you just said, it sounds like you have 30 days from the day that you receive your first check to be eligible to enroll.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So you recently applied-

Speaker speaker_2: Well, it does take a person.

Speaker speaker_1: ... or started working with a staffing agency. I'm sorry?

Speaker speaker_2: Um, I did. I, I... Can you hear me? Can you hear me?

Speaker speaker_1: Yes. Now I can.

Speaker speaker_2: Oh, okay. Um, I did-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... but I didn't stay very long. So, um, I didn't like how it was, uh, how it was, um, taken care of.

Speaker speaker_1: Oh.

Speaker speaker_2: So I didn't stay very long, so that doesn't apply to me, I assume.

Speaker speaker_1: Oh, okay. Yeah. No, you would have to be working with them, because for these, um, benefits, they do weekly deductions to keep them active.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah. There you go.

Speaker speaker_1: So you would have to be working with them. So I would just ignore the text messages, then, 'cause they're just, like, reminders.

Speaker speaker_2: Okay. Oh, thank you. Perfect. Thank you so much.

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

Speaker speaker_2: Bye.

Speaker speaker_1: Bye.