

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca at Benefits in a Car, looking to speak with Mr. Laclear on behalf of Mega 4 Staffing. Hello? Yes. Hello, sir. How are you today? Hey. Uh, who is this? My name is Francesca, once again, with Benefits in a Car. We're calling on behalf of Mega 4 Staffing regarding an enrollment form for health insurance that you filled out on January 29th. Oh, okay. Oh, yeah, I didn't get no insurance. Yes, sir. That's what we were calling to see 'cause you marked down that you wanted a dental plan but also that you did not want coverage. So we're calling to confirm- Yeah. This is- ... if you were trying to or not. Yeah, I just want the dental, is the only thing that I, um, is wanting. Okay. 'Cause the only thing is, you're currently not eligible for it 'cause a month ago, you called in to cancel the current benefits you had at that point, and you haven't had a break in coverage. So you have to wait for your company to hold their open enrollment period, which will be during November. Oh, okay. It don't matter. That dental insurance wasn't that good anyway, 'cause I went and tried to use it, and, uh, they don't cover anything but the cleaning once a year and that's about the same, about what I pay y'all every week. So it ain't no big deal. Understood. Well, thank you so much for taking my call today. I hope you have a wonderful rest of your day. All right.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca at Benefits in a Car, looking to speak with Mr. Laclear on behalf of Mega 4 Staffing.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes. Hello, sir. How are you today?

Speaker speaker_2: Hey. Uh, who is this?

Speaker speaker_1: My name is Francesca, once again, with Benefits in a Car. We're calling on behalf of Mega 4 Staffing regarding an enrollment form for health insurance that you filled out on January 29th.

Speaker speaker_2: Oh, okay. Oh, yeah, I didn't get no insurance.

Speaker speaker_1: Yes, sir. That's what we were calling to see 'cause you marked down that you wanted a dental plan but also that you did not want coverage. So we're calling to confirm-

Speaker speaker_2: Yeah. This is-

Speaker speaker_1: ... if you were trying to or not.

Speaker speaker_2: Yeah, I just want the dental, is the only thing that I, um, is wanting.

Speaker speaker_1: Okay. 'Cause the only thing is, you're currently not eligible for it 'cause a month ago, you called in to cancel the current benefits you had at that point, and you haven't had a break in coverage. So you have to wait for your company to hold their open enrollment period, which will be during November.

Speaker speaker_2: Oh, okay. It don't matter. That dental insurance wasn't that good anyway, 'cause I went and tried to use it, and, uh, they don't cover anything but the cleaning once a year and that's about the same, about what I pay y'all every week. So it ain't no big deal.

Speaker speaker_1: Understood. Well, thank you so much for taking my call today. I hope you have a wonderful rest of your day.

Speaker speaker_2: All right.