

## **Transcript: Francesca**

**Baez-4617193979559936-5453128992473088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca of Benefits in No Car, looking to speak with Mr. Keith on behalf of TRC Staffing. Hey. How you doing, man? Good. How are you today, sir? I'm doing okay. I'm, um, I'm a little confused but I'm, um... I'm a little confused, ma'am but I'm doing okay. Understood. So the reason for my call today is in regards to the enrollment form that you filled out on March 20th, 2025. You were requesting to be enrolled into coverage for yourself and family for life insurance, vision, critical illness, group accident and behavior health. Mm-hmm. But you didn't provide your spouse or children's information for the policy enrollment. Oh, okay. Uh, um, is there, um... I have, I have to read back out to TRC because there's, there's been some, um, there's been a discrepancy with my, um, employment there. Mm-hmm. So, um, I'm, I'm not, uh... Is there, is there any way I can get back in touch with you to get that information to you? Because I'm not sure, uh, due to the discrepancy if, if I'm still going to be employed there. Of course. What I can go ahead and do is decline it for the time being, um, 'cause once you start working and receive your first paycheck after you're assigned, on your assignment, you have 30 days after that paycheck to enroll into coverage. So I can decline it for now. Okay. And then once you're ready to enroll, just give us a call back. Okay. I appreciate it. Of course. I appreciate your time today, sir. Have a great day. You as well.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca of Benefits in No Car, looking to speak with Mr. Keith on behalf of TRC Staffing.

Speaker speaker\_2: Hey. How you doing, man?

Speaker speaker\_1: Good. How are you today, sir?

Speaker speaker\_2: I'm doing okay. I'm, um, I'm a little confused but I'm, um... I'm a little confused, ma'am but I'm doing okay.

Speaker speaker\_1: Understood. So the reason for my call today is in regards to the enrollment form that you filled out on March 20th, 2025. You were requesting to be enrolled into coverage for yourself and family for life insurance, vision, critical illness, group accident and behavior health.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: But you didn't provide your spouse or children's information for the policy enrollment.

Speaker speaker\_2: Oh, okay. Uh, um, is there, um... I have, I have to read back out to TRC because there's, there's been some, um, there's been a discrepancy with my, um, employment there.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So, um, I'm, I'm not, uh... Is there, is there any way I can get back in touch with you to get that information to you? Because I'm not sure, uh, due to the discrepancy if, if I'm still going to be employed there.

Speaker speaker\_1: Of course. What I can go ahead and do is decline it for the time being, um, 'cause once you start working and receive your first paycheck after you're assigned, on your assignment, you have 30 days after that paycheck to enroll into coverage. So I can decline it for now.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then once you're ready to enroll, just give us a call back.

Speaker speaker\_2: Okay. I appreciate it.

Speaker speaker\_1: Of course. I appreciate your time today, sir. Have a great day.

Speaker speaker\_2: You as well.