

Transcript: Franchesca

Baez-4650845942628352-6118484686716928

Full Transcript

Your call may be monitored- Yeah. ... or recorded for quality assurance purposes. Thank you for calling Benefit Center of Carolina Okay. ... with your name, sir. Uh, my name's Juan Luna. I just got off a phone call with you guys, like, five minutes ago and he actually gone ho- um, hold on pretty in, like, my, mine, they told me to, um, pick an insurance. I already picked one, but can you guys actually hold on to it until I can make a decision? 'Cause I'm pretty busy right now. Hmm. Okay, so, sir, in order for us to process enrollment, it could take up to 10 to 15 minutes. I would recommend you call in when you have time so that we can go over what the benefits your staffing company offers and what those plans were. No, 'cause I already decided on it and they said they're going to charge me, um, um, in, like, two weeks. But I wanted to pause it and to, I want to, like, um, pause it until I can make a, um, decision on it 'cause I'm, uh, I'm pretty busy right now. Okay., what staffing company do you work with? Hospitality. Yes, sir. What is the name of the staffing company? I'm pretty sure it's Hospitality Staffing. Hospitality Staffing Solutions? Yep. What are the last four of your Social? Uh, 5-0-9-9. To make sure I'm on the right account, please verify your mailing address and date of birth. Uh, 1, um, 1326 Beechwood Drive and 05262 2006. I have best contact same as the one you're calling in ending in 7955 with the email of lune1856@gmail.com? Yes. And for the purpose of the ... recorded, you said you would like to cancel the pending enrollment. Correct? Yeah, just for now- Okay. ... until I can actually make, like, a full decision on it. Understood. So I went ahead and put in the request for the cancellation of that pending enrollment. It has been canceled. So just give me month... start working with Hospitality Staffing Solutions. You're going to have 30 days after your first paycheck to make any enrollment decisions. Afterwards, you'll have to wait till October to be able to enroll. Okay. But I can call them back, right, and, and make a decision about it when I have time? Yes, sir. If you are within those time frames that I provided to you, yes. Okay. 'Cause you're only eligible to enroll in those- Okay. ... two times when you have an open or personal enrollment period or a qualified active end. All right. Thank you. Have a good day. Of course. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... or recorded for quality assurance purposes. Thank you for calling Benefit Center of Carolina

Speaker speaker_2: Okay.

Speaker speaker_0: ... with your name, sir.

Speaker speaker_1: Uh, my name's Juan Luna. I just got off a phone call with you guys, like, five minutes ago and he actually gone ho- um, hold on pretty in, like, my, mine, they told me to, um, pick an insurance. I already picked one, but can you guys actually hold on to it until I can make a decision? 'Cause I'm pretty busy right now.

Speaker speaker_0: Hmm. Okay, so, sir, in order for us to process enrollment, it could take up to 10 to 15 minutes. I would recommend you call in when you have time so that we can go over what the benefits your staffing company offers and what those plans were.

Speaker speaker_1: No, 'cause I already decided on it and they said they're going to charge me, um, um, in, like, two weeks. But I wanted to pause it and to, I want to, like, um, pause it until I can make a, um, decision on it 'cause I'm, uh, I'm pretty busy right now.

Speaker speaker_0: Okay., what staffing company do you work with?

Speaker speaker_1: Hospitality.

Speaker speaker_0: Yes, sir. What is the name of the staffing company?

Speaker speaker_1: I'm pretty sure it's Hospi- Hospitality Staffing.

Speaker speaker_0: Hospitality Staffing Solutions?

Speaker speaker_1: Yep.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: Uh, 5-0-9-9.

Speaker speaker_0: To make sure I'm on the right account, please verify your mailing address and date of birth.

Speaker speaker_1: Uh, 1, um, 1326 Beechwood Drive and 05262 2006.

Speaker speaker_0: I have best contact same as the one you're calling in ending in 7955 with the email of lune1856@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And for the purpose of the ... recorded, you said you would like to cancel the pending enrollment. Correct?

Speaker speaker_1: Yeah, just for now-

Speaker speaker_0: Okay.

Speaker speaker_1: ... until I can actually make, like, a full decision on it.

Speaker speaker_0: Understood. So I went ahead and put in the request for the cancellation of that pending enrollment. It has been canceled. So just give me month... start working with

Hospitality Staffing Solutions. You're going to have 30 days after your first paycheck to make any enrollment decisions. Afterwards, you'll have to wait till October to be able to enroll.

Speaker speaker_1: Okay. But I can call them back, right, and, and make a decision about it when I have time?

Speaker speaker_0: Yes, sir. If you are within those time frames that I provided to you, yes.

Speaker speaker_1: Okay.

Speaker speaker_0: 'Cause you're only eligible to enroll in those-

Speaker speaker_1: Okay.

Speaker speaker_0: ... two times when you have an open or personal enrollment period or a qualified active end.

Speaker speaker_1: All right. Thank you. Have a good day.

Speaker speaker_0: Of course. You, too.