

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Who's this?
Francesca with Superior with Benefits Now card. Hey. How you doing? Good. How are you today, Mr. Ramos? I'm good. I'm good. Um, I see here that from the automated email that our system sent out you stated that you did not receive the email? Yeah. I didn't receive the email. I just got a text from you, uh, uh, stating about it. I never got the email for the benefits. Understood. So your staffing company already sent over the selections that you used to have with their old account administrator which was for a medical plan and a medical preventative. Uh-huh. I will hand you a copy of their benefit guide on the names of the two specific plans they'll be gonna be enrolling you into. It shows your email down as mark89106 at gmail.com. Is that right? Yeah. And then what do I have to do fill that out or...? Oh, no. It's just for you to see the benefits, um, as well as for you to get a chance to see if there's anything else that you're interested in being enrolled into 'cause the only thing that your enrollment is being processed for is medical right now. You don't have any- Okay. ... vision or dental. So I'm gonna send you that guide. In the event that there's anything that you would like to add additional to this, you're able to 'cause you have 'til May 20th to do so. Okay. I have 20 days you said? Uh, no, you have 'til next month, May 20th, to make any coverage additions. Oh, gotcha, gotcha. Okay. Sounds good. Yes, sir. Thank you. I'll go ahead and put that end date on that email for you too. Appreciate you. Of course. It was my pleasure. Thank you for your time. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Who's this?

Speaker speaker_2: Francesca with Superior with Benefits Now card.

Speaker speaker_1: Hey. How you doing?

Speaker speaker_2: Good. How are you today, Mr. Ramos?

Speaker speaker_1: I'm good. I'm good.

Speaker speaker_2: Um, I see here that from the automated email that our system sent out you stated that you did not receive the email?

Speaker speaker_1: Yeah. I didn't receive the email. I just got a text from you, uh, uh, stating about it. I never got the email for the benefits.

Speaker speaker_2: Understood. So your staffing company already sent over the selections that you used to have with their old account administrator which was for a medical plan and a medical preventative.

Speaker speaker_1: Uh-huh.

Speaker speaker_2: I will hand you a copy of their benefit guide on the names of the two specific plans they'll be gonna be enrolling you into. It shows your email down as mark89106 at gmail.com. Is that right?

Speaker speaker_1: Yeah. And then what do I have to do fill that out or...?

Speaker speaker_2: Oh, no. It's just for you to see the benefits, um, as well as for you to get a chance to see if there's anything else that you're interested in being enrolled into 'cause the only thing that your enrollment is being processed for is medical right now. You don't have any-

Speaker speaker_1: Okay.

Speaker speaker_2: ... vision or dental. So I'm gonna send you that guide. In the event that there's anything that you would like to add additional to this, you're able to 'cause you have 'til May 20th to do so.

Speaker speaker_1: Okay. I have 20 days you said?

Speaker speaker_2: Uh, no, you have 'til next month, May 20th, to make any coverage additions.

Speaker speaker_1: Oh, gotcha, gotcha. Okay. Sounds good.

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Thank you.

Speaker speaker_2: I'll go ahead and put that end date on that email for you too.

Speaker speaker_1: Appreciate you.

Speaker speaker_2: Of course. It was my pleasure. Thank you for your time. Have a great day.

Speaker speaker_1: You too.