

Transcript: Francesca

Baez-5003634904449024-4738198812016640

Full Transcript

Your call- Hello. ... is being monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca Card, looking to speak with Miss Kester on behalf of Morales Enterprise Staffing. Um, yes. Hi, this is Amanda. Good afternoon, Miss Amanda. I was calling in regards to the text message you received today at 12:00 PM where you were asking if you could get insurance through Morales and how much it will come out to be. Yes. So, it will all depend in how many plans as well as which plans, and if you put any dependent as to how much it will come out a policy with them. Okay, and when does it start? So, once you submit the enrollment, it will take one to two weeks for them to start making those deductions in your paycheck. So, the coverage should be- Do I give insurance ? No, ma'am. It's not . It will take one to two weeks for them to start making those deductions from your pay stub. Okay. And then I just go to the website that you had said? You can go to the website or you can do it with us over the phone. Yes, ma'am. Okay, I will go to the website. Understood. Uh- We're open 8:00 AM to 2:00 PM Eastern Time if you have any issues. Okay. Um, I don't, I did actually try to go but I didn't know my password to log in. Did you try to reset it? No. I, I can reset it? Yes, ma'am. Just hit forget password and try to reset it from there. Okay, thank you. Of course, keep in mind your open enrollment period ends on the 31st of this month. Okay, thank you. Of course. Have a wonderful rest of your day. Thank you for your time. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

Speaker speaker_0: ... is being monitored or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. My name is Francesca Card, looking to speak with Miss Kester on behalf of Morales Enterprise Staffing.

Speaker speaker_3: Um, yes. Hi, this is Amanda.

Speaker speaker_2: Good afternoon, Miss Amanda. I was calling in regards to the text message you received today at 12:00 PM where you were asking if you could get insurance through Morales and how much it will come out to be.

Speaker speaker_3: Yes.

Speaker speaker_2: So, it will all depend in how many plans as well as which plans, and if you put any dependent as to how much it will come out a policy with them.

Speaker speaker_3: Okay, and when does it start?

Speaker speaker_2: So, once you submit the enrollment, it will take one to two weeks for them to start making those deductions in your paycheck. So, the coverage should be-

Speaker speaker_3: Do I give insurance ?

Speaker speaker_2: No, ma'am. It's not . It will take one to two weeks for them to start making those deductions from your pay stub.

Speaker speaker_3: Okay. And then I just go to the website that you had said?

Speaker speaker_2: You can go to the website or you can do it with us over the phone. Yes, ma'am.

Speaker speaker_3: Okay, I will go to the website.

Speaker speaker_2: Understood.

Speaker speaker_3: Uh-

Speaker speaker_2: We're open 8:00 AM to 2:00 PM Eastern Time if you have any issues.

Speaker speaker_3: Okay. Um, I don't, I did actually try to go but I didn't know my password to log in.

Speaker speaker_2: Did you try to reset it?

Speaker speaker_3: No. I, I can reset it?

Speaker speaker_2: Yes, ma'am. Just hit forget password and try to reset it from there.

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: Of course, keep in mind your open enrollment period ends on the 31st of this month.

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: Of course. Have a wonderful rest of your day. Thank you for your time.

Speaker speaker_3: Thank you. Bye-bye.

Speaker speaker_2: Bye.