

## **Transcript: Francesca**

**Baez-5008101817139200-5411600656711680**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits in a Card. I'm calling on behalf of Crown Services to speak to Miss Wells. Sorry if I mispronounced it. Yes, ma'am, this is her. All right. I was replying back, ma'am, in regards to a text message that our system sent you today. Will you ask what it was in regards to? Mm-hmm. Yes, ma'am. So the text message they sent you was in regards to your company personal open enrollment period. So you have 30 days after your first paycheck to make enrollment into the benefits that your staffing company offers as well as to decline their auto-enrollment into a medical preventative care plan. That's what that text message was in regards to. Oh. Okay. Okay. Yes, ma'am. Thank you. Of course. Did you want us to decline auto-enrollment for you or do you want to think it over for the moment? I can think it over for the moment and I'll let you know. Understood. Okay. So your last day for enrollment is going to be December 27th. However, your company is going on their company open enrollment period, so you actually have all the way to January 3rd to enroll through their company, okay? Yes, ma'am. All right. Have a wonderful rest of your day. Thank you. You as well. Bye-bye. Bye.

### **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 with Benefits in a Card. I'm calling on behalf of Crown Services to speak to Miss Wells. Sorry if I mispronounced it.

Speaker speaker\_2: Yes, ma'am, this is her.

Speaker speaker\_1: All right. I was replying back, ma'am, in regards to a text message that our system sent you today. Will you ask what it was in regards to?

Speaker speaker\_2: Mm-hmm. Yes, ma'am.

Speaker speaker\_1: So the text message they sent you was in regards to your company personal open enrollment period. So you have 30 days after your first paycheck to make enrollment into the benefits that your staffing company offers as well as to decline their auto-enrollment into a medical preventative care plan. That's what that text message was in regards to.

Speaker speaker\_2: Oh. Okay. Okay.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Of course. Did you want us to decline auto-enrollment for you or do you want to think it over for the moment?

Speaker speaker\_2: I can think it over for the moment and I'll let you know.

Speaker speaker\_1: Understood. Okay. So your last day for enrollment is going to be December 27th. However, your company is going on their company open enrollment period, so you actually have all the way to January 3rd to enroll through their company, okay?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. Have a wonderful rest of your day.

Speaker speaker\_2: Thank you. You as well. Bye-bye.

Speaker speaker\_1: Bye.