

## **Transcript: Francesca**

**Baez-5055229939466240-5780048620339200**

### **Full Transcript**

All has been forwarded to voicemail. Your call may be monitored or recorded. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up. Yes. Hello, my name is Francesca Benefits and I'm currently looking to speak with Ms. Stancio, Mr. Stancio, sorry, on behalf of MAU Staffing. I'm calling regarding the enrollment form you filled out February 28th, 2025 in which you went ahead and selected both of our MEC plans as well as both of the Insure Plus plans. You cannot be enrolled into both of those plans together, sir. At the moment, we'll go ahead and process your enrollment for the low and custom tiers for both of those selected benefits. In the event that you would like to make any changes regarding those selections, please feel free to give us a call back at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday to Fridays Eastern Time. And that is keeping in mind that once you receive your first paycheck, you'll have 30 days after it to be eligible to make any policy changes. Have a great day.

### **Conversation Format**

Speaker speaker\_0: All has been forwarded to voicemail. Your call may be monitored or recorded. The person you're trying to reach is not available. At the tone, please record your message. When you have finished recording, you may hang up.

Speaker speaker\_1: Yes. Hello, my name is Francesca Benefits and I'm currently looking to speak with Ms. Stancio, Mr. Stancio, sorry, on behalf of MAU Staffing. I'm calling regarding the enrollment form you filled out February 28th, 2025 in which you went ahead and selected both of our MEC plans as well as both of the Insure Plus plans. You cannot be enrolled into both of those plans together, sir. At the moment, we'll go ahead and process your enrollment for the low and custom tiers for both of those selected benefits. In the event that you would like to make any changes regarding those selections, please feel free to give us a call back at 800-497-4856. We are open 8:00 AM to 8:00 PM Monday to Fridays Eastern Time. And that is keeping in mind that once you receive your first paycheck, you'll have 30 days after it to be eligible to make any policy changes. Have a great day.