

## Transcript: Francesca

**Baez-5199732592001024-6501080436490240**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Go ahead, ■cause I-  
Good afternoon. My name is Francesca at Benefits in a Cart. Calling to speak with Mr. Lewis on behalf of Mega4 Staffing. Yes? Yes, sir. We were giving you a call about in the enrollment form that you filled out for Mega4's benefits yesterday, April 1st. It was left blank, so I was just calling to confirm that our system didn't run an error and that you were just declining it for the moment. Okay. Yes, Mr. Lewis. Um, so can you just confirm for me, were you declining benefits or did you intend to enroll into it at this moment? Oh, no, I was not. No, I weren't declining. Okay. Understood. I'll go ahead and make a note then of it on your account. Um, your staffing company does have auto enrollment, so since you're declining it, I'll go ahead and also decline auto enrollment for you. Okay? You said you're declining the enrollment? Yes, sir. So I'm declining the enrollment, and then on top of that, your staffing company has a policy of automatically enrolling members into a medical preventative care plan. Due to my line being real quick, I was just advising you that I'm also opting you out of automatic enrollment. A- And w- do I need that? No, sir. The only thing that it does is stop the system from enrolling you into anything. So basically, as of right now, the only way that you will have health insurance with Mega4 Staffing is if you called in or fill in a form asking for it. Oh, okay. Yeah. So you are all set. Was there anything else that I can assist you with today? Um, no, this is it. Have a great day. All right. Yes.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Go ahead, ■cause I-

Speaker speaker\_2: Good afternoon. My name is Francesca at Benefits in a Cart. Calling to speak with Mr. Lewis on behalf of Mega4 Staffing.

Speaker speaker\_1: Yes?

Speaker speaker\_2: Yes, sir. We were giving you a call about in the enrollment form that you filled out for Mega4's benefits yesterday, April 1st. It was left blank, so I was just calling to confirm that our system didn't run an error and that you were just declining it for the moment.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Yes, Mr. Lewis. Um, so can you just confirm for me, were you declining benefits or did you intend to enroll into it at this moment?

Speaker speaker\_1: Oh, no, I was not. No, I weren't declining.

Speaker speaker\_2: Okay. Understood. I'll go ahead and make a note then of it on your account. Um, your staffing company does have auto enrollment, so since you're declining it, I'll go ahead and also decline auto enrollment for you. Okay?

Speaker speaker\_1: You said you're declining the enrollment?

Speaker speaker\_2: Yes, sir. So I'm declining the enrollment, and then on top of that, your staffing company has a policy of automatically enrolling members into a medical preventative care plan. Due to my line being real quick, I was just advising you that I'm also opting you out of automatic enrollment.

Speaker speaker\_1: A- And w- do I need that?

Speaker speaker\_2: No, sir. The only thing that it does is stop the system from enrolling you into anything. So basically, as of right now, the only way that you will have health insurance with Mega4 Staffing is if you called in or fill in a form asking for it.

Speaker speaker\_1: Oh, okay. Yeah.

Speaker speaker\_2: So you are all set. Was there anything else that I can assist you with today?

Speaker speaker\_1: Um, no, this is it.

Speaker speaker\_2: Have a great day.

Speaker speaker\_1: All right. Yes.