

Transcript: Francesca

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Full Transcript

Thank you for calling Beneficare. My name is Francesca. How can I assist you today? Uh, yes, I was calling to see if there are any jobs available. Unfortunately, sir- Okay. ... you dialed the correct phone number to call. We only administer- No, we have a message. ... staffing companies. So you need to speak with your staffing company directly for any job offers. Okay, I had got a case manager talking about y'all had a job available. I think it was Apex or something like that. No, sir. If our information is in it, I apologize for your misunderstanding the message. It could be due putting an application with one of the staffing companies and they informed you that you can call us for the benefits that they offered. But we don't offer- Oh. ... any jobs here. Oh, okay, okay. Well, thank you. Of course. Do you remember enrolling for any staffing company previously? Uh, yes. I was enrolled under Surge. Did you get a job with them? 'Cause it could be they're advising you to decline auto enrollment. Yeah, that's what it was, I believe. I seen the message. Okay. Did you want to decline it? Uh, no, I didn't. I was going to accept it. Okay, understood. So what they're going to do is then once you receive your first paycheck, they will enroll you into that medical preventative care plan. The total is gonna be \$15.16 per paycheck. It is a plan that has a network requirement, and it will only be covering your medical preventative services. Okay. Well, I'll probably hold off on that right now. Understood. If you need any information about the plan or you do change your mind and want to cancel or decline it, just give us a call. We're open 8:00 AM to 8:00 PM, Monday through Friday. All right, thank you. Of course. Thank you for your time. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Beneficare. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, yes, I was calling to see if there are any jobs available.

Speaker speaker_0: Unfortunately, sir-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you dialed the correct phone number to call. We only administer-

Speaker speaker_2: No, we have a message.

Speaker speaker_0: ... staffing companies. So you need to speak with your staffing company directly for any job offers.

Speaker speaker_1: Okay, I had got a case manager talking about y'all had a job available. I think it was Apex or something like that.

Speaker speaker_0: No, sir. If our information is in it, I apologize for your misunderstanding the message. It could be due putting an application with one of the staffing companies and they informed you that you can call us for the benefits that they offered. But we don't offer-

Speaker speaker_1: Oh.

Speaker speaker_0: ... any jobs here.

Speaker speaker_1: Oh, okay, okay. Well, thank you.

Speaker speaker_0: Of course. Do you remember enrolling for any staffing company previously?

Speaker speaker_1: Uh, yes. I was enrolled under Surge.

Speaker speaker_0: Did you get a job with them? 'Cause it could be they're advising you to decline auto enrollment.

Speaker speaker_1: Yeah, that's what it was, I believe. I seen the message.

Speaker speaker_0: Okay. Did you want to decline it?

Speaker speaker_1: Uh, no, I didn't. I was going to accept it.

Speaker speaker_0: Okay, understood. So what they're going to do is then once you receive your first paycheck, they will enroll you into that medical preventative care plan. The total is gonna be \$15.16 per paycheck. It is a plan that has a network requirement, and it will only be covering your medical preventative services.

Speaker speaker_1: Okay. Well, I'll probably hold off on that right now.

Speaker speaker_0: Understood. If you need any information about the plan or you do change your mind and want to cancel or decline it, just give us a call. We're open 8:00 AM to 8:00 PM, Monday through Friday.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Of course. Thank you for your time. Have a great day.