

Transcript: Francesca

Baez-5479557522046976-6081241235374080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca with Benefits Intercom Card, looking to speak with Mr. Sevely on behalf of Ground Services staffing. Yes, this is him. How are you today, sir? I'm good. How about you? Thank you for asking. We're calling in regards to the text message you received on Monday where you asked if you can still enroll even if you're not currently working. Yes. Yes. So, I was calling to let you know you have benefits with Ground Services that have been processed, 'cause they have a company policy where they auto-enroll the new hires into a medical preventative care plan, um, which was processed. However, the only way for you to get benefits with Ground Services activated is through a paycheck that they're issuing. So, if there is no paycheck there's no way for benefits to become active. Okay. Yes, sir. So I was just going to inform you that once you start working back with Ground Services, you can give us a call back to see your eligibility to enroll into coverage with them. Okay, thank you. Of course. Have a wonderful rest of your day, and thank you for taking my card. You as well. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. My name is Francesca with Benefits Intercom Card, looking to speak with Mr. Sevely on behalf of Ground Services staffing.

Speaker speaker_2: Yes, this is him.

Speaker speaker_1: How are you today, sir?

Speaker speaker_2: I'm good. How about you?

Speaker speaker_1: Thank you for asking. We're calling in regards to the text message you received on Monday where you asked if you can still enroll even if you're not currently working.

Speaker speaker_2: Yes.

Speaker speaker_1: Yes. So, I was calling to let you know you have benefits with Ground Services that have been processed, 'cause they have a company policy where they auto-enroll the new hires into a medical preventative care plan, um, which was processed. However, the only way for you to get benefits with Ground Services activated is through a paycheck that they're issuing. So, if there is no paycheck there's no way for benefits to

become active.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. So I was just going to inform you that once you start working back with Ground Services, you can give us a call back to see your eligibility to enroll into coverage with them.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Of course. Have a wonderful rest of your day, and thank you for taking my card.

Speaker speaker_2: You as well.

Speaker speaker_1: Bye-bye.