

Transcript: Francesca

Baez-5603314831245312-6261937278337024

Full Transcript

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca I'm looking to speak with Ms. Amanda Dune on behalf of Innovative Staff Solutions Staffing. Yes. Yes, it does. Yes, ma'am. Well, we're giving you a call today in regards to the text message that you received back on January 30th to which you replied with when can you enroll? Yes. Yes, ma'am. So you have a 30-day window after that very first paycheck. Okay. As of right now, you are still within your personal enrollment period. Okay. Your specific window will be ending Sunday, 23rd, um, we are- Okay. ... closed however Sunday, Saturday, so that will leave you to this Friday 21st to enroll into the coverage they offered. Okay. And if, uh, well, if I decide, can I call this number back in a row? Yes, ma'am. Do you want me to go ahead and send you a copy of their benefit guide to the email we have on file? Yes. Okay. And I have that down as debbiekhowe at gmail.com, is that okay? I to- yes. Ma'am. All right, so I'll go ahead and send you a copy of their benefit guide and that will have our phone number as well as our hours of operation for you. Yes, ma'am. Thank you. Of course. Thank you for your time. I hope you have a wonderful rest of your day. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call-

Speaker speaker_1: Hello.

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

Speaker speaker_2: Good afternoon. My name is Francesca I'm looking to speak with Ms. Amanda Dune on behalf of Innovative Staff Solutions Staffing.

Speaker speaker_1: Yes. Yes, it does.

Speaker speaker_2: Yes, ma'am. Well, we're giving you a call today in regards to the text message that you received back on January 30th to which you replied with when can you enroll?

Speaker speaker_1: Yes.

Speaker speaker_2: Yes, ma'am. So you have a 30-day window after that very first paycheck.

Speaker speaker_1: Okay.

Speaker speaker_2: As of right now, you are still within your personal enrollment period.

Speaker speaker_1: Okay.

Speaker speaker_2: Your specific window will be ending Sunday, 23rd, um, we are-

Speaker speaker_1: Okay.

Speaker speaker_2: ... closed however Sunday, Saturday, so that will leave you to this Friday 21st to enroll into the coverage they offered.

Speaker speaker_1: Okay. And if, uh, well, if I decide, can I call this number back in a row?

Speaker speaker_2: Yes, ma'am. Do you want me to go ahead and send you a copy of their benefit guide to the email we have on file?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. And I have that down as debbiehowe at gmail.com, is that okay?

Speaker speaker_1: I to- yes. Ma'am.

Speaker speaker_2: All right, so I'll go ahead and send you a copy of their benefit guide and that will have our phone number as well as our hours of operation for you.

Speaker speaker_1: Yes, ma'am. Thank you.

Speaker speaker_2: Of course. Thank you for your time. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Bye.