

## **Transcript: Francesca**

**Baez-5670235763163136-6411706367787008**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in a Card, looking to speak with Ms. Gunn on behalf of Hammond Streicher Staffing. Mm-hmm. We're giving you a call in reg- This is me. Okay. We're giving you a call in regards to the enrollment you tried to process online on the 25th yesterday- Okay. ... for coverage for yourself and child. You did not provide the child's information so we're calling to get at least their first and last names and date of birth. Koa Gunn. It's K-O-A. K-O-A. And last name Gunn, G-U-N-N. And is this a daughter or a son? Son. You said a son, correct? Mm-hmm. And what is his date of birth? 10-29-24. 10-29-24? Mm-hmm. All right. And is there any other child you would like to add? No. Understood. So once you see the very first deduction of your paycheck of the 65.43, following Monday, your benefits are going to be effective. And that same week of activation, Friday, your carriers will send out the benefit cards. Okay. No, your son won't have a separate card. It will be one card that will say employee plus child and that will be the same card that you and your son will be using. Okay. All right. You are all set. Thank you so much for taking my call, Ms. Gunn, and thank you as well for your time. I hope you have a wonderful rest of your day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon. My name is Francesca at Benefits in a Card, looking to speak with Ms. Gunn on behalf of Hammond Streicher Staffing.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: We're giving you a call in reg-

Speaker speaker\_2: This is me.

Speaker speaker\_1: Okay. We're giving you a call in regards to the enrollment you tried to process online on the 25th yesterday-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... for coverage for yourself and child. You did not provide the child's information so we're calling to get at least their first and last names and date of birth.

Speaker speaker\_2: Koa Gunn. It's K-O-A.

Speaker speaker\_1: K-O-A.

Speaker speaker\_2: And last name Gunn, G-U-N-N.

Speaker speaker\_1: And is this a daughter or a son?

Speaker speaker\_2: Son.

Speaker speaker\_1: You said a son, correct?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And what is his date of birth?

Speaker speaker\_2: 10-29-24.

Speaker speaker\_1: 10-29-24?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: All right. And is there any other child you would like to add?

Speaker speaker\_2: No.

Speaker speaker\_1: Understood. So once you see the very first deduction of your paycheck of the 65.43, following Monday, your benefits are going to be effective. And that same week of activation, Friday, your carriers will send out the benefit cards.

Speaker speaker\_2: Okay.

Speaker speaker\_1: No, your son won't have a separate card. It will be one card that will say employee plus child and that will be the same card that you and your son will be using.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. You are all set. Thank you so much for taking my call, Ms. Gunn, and thank you as well for your time. I hope you have a wonderful rest of your day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye-bye.