

## **Transcript: Franchesca**

**Baez-5779396371988480-5300609557512192**

### **Full Transcript**

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Okay. Good morning. Alaska With Benefits in a Card, looking to speak with Mr. Urrosa on behalf of Adept HR. Yeah. Uh, this him. Hello? Um, yes, sir. Um, you said this is Mr. Urrosa? Yes. All right. That's right. Eduardo Urrosa. Uh, this it, sir. I'm giving you a call in regards to the text message you received yesterday to which you reply, "What is this for?" Yes, I did. Um... Okay. So that text message is basically from your staffing company advising you of your personal enrollment period to enroll into the health insurance they offer their actively working employees. It's advising you that you have 30 days after that first paycheck to enroll. Okay. And then it has our information since we're the ones that administer the health insurance for them. Oh, okay. All right. So the ending of yours will be March 12th. That'll be the last day that you have to enroll into their health insurance. Oh, yes. Was there anything else I can assist you with? Are there any questions you may have? Oh. No, not at the moment. Um, this it. Feel free to give us a call back. We'll be open 8:00 AM to 8:00 PM Monday through Friday Eastern Time. Okay. Thank you. Thank you for taking the call. Have a great day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... or recorded for quality assurance purposes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Good morning. Alaska With Benefits in a Card, looking to speak with Mr. Urrosa on behalf of Adept HR.

Speaker speaker\_1: Yeah. Uh, this him. Hello?

Speaker speaker\_2: Um, yes, sir. Um, you said this is Mr. Urrosa?

Speaker speaker\_1: Yes.

Speaker speaker\_2: All right.

Speaker speaker\_1: That's right. Eduardo Urrosa.

Speaker speaker\_2: Uh, this it, sir. I'm giving you a call in regards to the text message you received yesterday to which you reply, "What is this for?"

Speaker speaker\_1: Yes, I did.

Speaker speaker\_2: Um... Okay. So that text message is basically from your staffing company advising you of your personal enrollment period to enroll into the health insurance they offer their actively working employees. It's advising you that you have 30 days after that first paycheck to enroll.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And then it has our information since we're the ones that administer the health insurance for them.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: All right. So the ending of yours will be March 12th. That'll be the last day that you have to enroll into their health insurance.

Speaker speaker\_1: Oh, yes.

Speaker speaker\_2: Was there anything else I can assist you with? Are there any questions you may have?

Speaker speaker\_1: Oh. No, not at the moment.

Speaker speaker\_2: Um, this it. Feel free to give us a call back. We'll be open 8:00 AM to 8:00 PM Monday through Friday Eastern Time.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_2: Thank you for taking the call. Have a great day.

Speaker speaker\_1: You too. Thank you.