

## **Transcript: Francesca**

**Baez-5834540829687808-6216151777722368**

### **Full Transcript**

Hello? Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefit to Nook Car, looking to speak with Mr. Jordan on behalf of Search Staffing. Yes. This is him. Yes, sir. I'm calling regarding the text message you received today at 1:00 P... I mean, at 2:20. Mm-hmm. To which you replied, "What's this?" Yeah. So that text message is Search advising you that you have an open enrollment period, which means you're eligible to enroll into the health insurance they offer the employees. They're also letting you know they have a company policy of auto-enrolling new hires into a medical preventative care plan, which is what that MEC plan is. I do have to say, however, in your case, it wouldn't be so, just due to the fact that you used to be an employee of Search Staffing back in 2023, so you're what they consider a rehire instead of a new hire. Okay. I already have insurance. Yes, sir. That's why I advise you that you don't have to worry about auto-enrollment since you are a rehire, so you can actually- Okay. ... ignore the text messages, if you like. All right. Thank you. Of course. Thank you for your time.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Good afternoon. My name is Francesca with Benefit to Nook Car, looking to speak with Mr. Jordan on behalf of Search Staffing.

Speaker speaker\_0: Yes. This is him.

Speaker speaker\_2: Yes, sir. I'm calling regarding the text message you received today at 1:00 P... I mean, at 2:20.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: To which you replied, "What's this?"

Speaker speaker\_0: Yeah.

Speaker speaker\_2: So that text message is Search advising you that you have an open enrollment period, which means you're eligible to enroll into the health insurance they offer the employees. They're also letting you know they have a company policy of auto-enrolling new hires into a medical preventative care plan, which is what that MEC plan is. I do have to say,

however, in your case, it wouldn't be so, just due to the fact that you used to be an employee of Search Staffing back in 2023, so you're what they consider a rehire instead of a new hire.

Speaker speaker\_0: Okay. I already have insurance.

Speaker speaker\_2: Yes, sir. That's why I advise you that you don't have to worry about auto-enrollment since you are a rehire, so you can actually-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... ignore the text messages, if you like.

Speaker speaker\_0: All right. Thank you.

Speaker speaker\_2: Of course. Thank you for your time.