

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing American Express Card, my name is today. Hello? Yes, ma'am? Hello? Hello. Yes, I got a text from this number. Okay, and what did- Hello? ... the text message say? Yes, ma'am, I'm here. I'm waiting on- It said something about insurance. About insurance. Okay. Do you work with a staffing company? No, I don't have any, uh, insurance with nobody with Megaforce. No, ma'am. My question was if you start, if you're working with a staffing company. Yes, it's Megaforce but I don't have any insurance out with them. So I don't know why I was receiving the text. Uh, this is not the first one. This is about the third or fourth text I got. Do I need to call the company, Megaforce, and let them know? But this is the number that was on my text, so that's why I called this number. Where is me... Oh, I see. So if I'm not mistaken- Hello? ... the message that you keep get... Yes, ma'am, I'm still here. I'm looking for the information to provide you the answers that you're seeking. The reason why you receive the message is because your company is in company open enrollment period. Other employees are able to enroll into benefits. Okay. Okay. But I would think- And i- ... it would be those who have insurance. I don't have it. So, ma'am, when a company has an open enrollment period, all of their employees are notified in the event they want to enroll into benefits. You receiving a text message doesn't necessarily mean that you have insurance. It's just their automated system advising you that you can get insurance during this time. Okay. Well, it says on it, "Update it," so that meaning you already had it, you just update it. But thank you. I just wanted to find out. I, I hear you, what you're saying. And thank you for your help. You're welcome. Was there anything else that we can assist you with today? No, ma'am. Have a wonderful rest of your day. And you too. You have a blessed day.

Conversation Format

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

Speaker speaker_1: Thank you for choosing American Express Card, my name is today.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, ma'am?

Speaker speaker_2: Hello?

Speaker speaker_1: Hello.

Speaker speaker_2: Yes, I got a text from this number.

Speaker speaker_1: Okay, and what did-

Speaker speaker_2: Hello?

Speaker speaker_1: ... the text message say? Yes, ma'am, I'm here. I'm waiting on-

Speaker speaker_2: It said something about insurance. About insurance.

Speaker speaker_1: Okay. Do you work with a staffing company?

Speaker speaker_2: No, I don't have any, uh, insurance with nobody with Megaforce.

Speaker speaker_1: No, ma'am. My question was if you start, if you're working with a staffing company.

Speaker speaker_2: Yes, it's Megaforce but I don't have any insurance out with them. So I don't know why I was receiving the text. Uh, this is not the first one. This is about the third or fourth text I got. Do I need to call the company, Megaforce, and let them know? But this is the number that was on my text, so that's why I called this number.

Speaker speaker_1: Where is me... Oh, I see. So if I'm not mistaken-

Speaker speaker_2: Hello?

Speaker speaker_1: ... the message that you keep get... Yes, ma'am, I'm still here. I'm looking for the information to provide you the answers that you're seeking. The reason why you receive the message is because your company is in company open enrollment period. Other employees are able to enroll into benefits.

Speaker speaker_2: Okay. Okay. But I would think-

Speaker speaker_1: And i-

Speaker speaker_2: ... it would be those who have insurance. I don't have it.

Speaker speaker_1: So, ma'am, when a company has an open enrollment period, all of their employees are notified in the event they want to enroll into benefits. You receiving a text message doesn't necessarily mean that you have insurance. It's just their automated system advising you that you can get insurance during this time.

Speaker speaker_2: Okay. Well, it says on it, "Update it," so that meaning you already had it, you just update it. But thank you. I just wanted to find out. I, I hear you, what you're saying. And thank you for your help.

Speaker speaker_1: You're welcome. Was there anything else that we can assist you with today?

Speaker speaker_2: No, ma'am.

Speaker speaker_1: Have a wonderful rest of your day.

Speaker speaker_2: And you too. You have a blessed day.