

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Well, I received a message about, uh, open enrollment. I'm sorry? I said, I received a message about MAU open enrollment benefits. Yes, sir. MAU was on company open enrollment period. Today is the last day. Well, damn, I'm al- I'm already enrolled and I don't have any changes. I was just checking. Yes, sir. So if you're already enrolled and you're not looking to make any changes to your current benefits, the system, what it's gonna do, it's gonna roll over your policy, so it will keep it the same and just mark it in the system as those are your selections for this year, 2025. The reason why you still receive it even though you half-benefit, because you're able to make changes, as well as the fact that we send this to all of these members and employees, so that they know that they are eligible to make changes or enroll during this time. I don't have any changes. I don't have to do anything different. No, sir. So if you're not looking to make any changes, you don't have to take any action. All right. Was there anything else that we can assist you with today? No. Thank you. All right. Well, it's a pleasure speaking with you. I hope you enjoy the rest of your day. All right. Thank you. You're welcome. Goodbye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Well, I received a message about, uh, open enrollment.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I said, I received a message about MAU open enrollment benefits.

Speaker speaker_0: Yes, sir. MAU was on company open enrollment period. Today is the last day.

Speaker speaker_1: Well, damn, I'm al- I'm already enrolled and I don't have any changes. I was just checking.

Speaker speaker_0: Yes, sir. So if you're already enrolled and you're not looking to make any changes to your current benefits, the system, what it's gonna do, it's gonna roll over your policy, so it will keep it the same and just mark it in the system as those are your selections for this year, 2025. The reason why you still receive it even though you half-benefit, because

you're able to make changes, as well as the fact that we send this to all of these members and employees, so that they know that they are eligible to make changes or enroll during this time.

Speaker speaker_1: I don't have any changes. I don't have to do anything different.

Speaker speaker_0: No, sir. So if you're not looking to make any changes, you don't have to take any action.

Speaker speaker_1: All right.

Speaker speaker_0: Was there anything else that we can assist you with today?

Speaker speaker_1: No. Thank you.

Speaker speaker_0: All right. Well, it's a pleasure speaking with you. I hope you enjoy the rest of your day.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. Goodbye.

Speaker speaker_1: Bye.