

Transcript: Francesca

Baez-6214453073756160-5622354519474176

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca at Benefits in a Car, looking to speak with Mr. Gooden on behalf of Search Staffing. Yeah, what's going on? I was calling you back, sir, in regards to the message that our system sent you about auto-enrollment and you put a question mark on it. Yeah. So I was just calling to clarify, there's something in that text messages advising you in regards to your personal enrollment period, as well as the fact that Search has a company policy where they auto-enroll new hires into a medical preventative care plan. So they're advising you- Mm-hmm. ... that within those three days you also have to opt out before the system processes the enrollment if you do not want to be enrolled into that plan. Okay. Yeah, I don't wanna be enrolled to that. Okay. So just for the purpose of the line being recorded, you stated you would like to decline auto enrollment, correct? Yes. All right. So you are all set, sir. There is a possibility the system could still send you three or four more messages, 'cause it doesn't have a way to filter out who have already declined. You can simply ignore them if you like. I already processed your declamation. Okay. That's cool. Thank you. No problem. I hope you have a wonderful- Yeah. ... rest of your day. Thank you for your time today. Great.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca at Benefits in a Car, looking to speak with Mr. Gooden on behalf of Search Staffing.

Speaker speaker_2: Yeah, what's going on?

Speaker speaker_1: I was calling you back, sir, in regards to the message that our system sent you about auto-enrollment and you put a question mark on it.

Speaker speaker_2: Yeah.

Speaker speaker_1: So I was just calling to clarify, there's something in that text messages advising you in regards to your personal enrollment period, as well as the fact that Search has a company policy where they auto-enroll new hires into a medical preventative care plan. So they're advising you-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... that within those three days you also have to opt out before the system processes the enrollment if you do not want to be enrolled into that plan.

Speaker speaker_2: Okay. Yeah, I don't wanna be enrolled to that.

Speaker speaker_1: Okay. So just for the purpose of the line being recorded, you stated you would like to decline auto enrollment, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So you are all set, sir. There is a possibility the system could still send you three or four more messages, 'cause it doesn't have a way to filter out who have already declined. You can simply ignore them if you like. I already processed your declamation.

Speaker speaker_2: Okay. That's cool. Thank you.

Speaker speaker_1: No problem. I hope you have a wonderful-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... rest of your day. Thank you for your time today.

Speaker speaker_2: Great.