

Transcript: Francesca

Baez-6633500517122048-5749129102802944

Full Transcript

Your call made or recorded for quality assurance purposes. Good morning. My name is Francesca benefits in the car, coming on behalf of MAU Staffing to speak with Mr. Junior. Yes, ma'am. How are you today, sir? I'm good. And you? Thank you. Good. Thank you for asking. So I was calling in regards to the text message that you received yesterday. Um, sorry- Yes. ... Tuesday. You said you wanted to know more about health benefits? Yes. You're actually already enrolled into coverage, sir. We had received a form that you filled out July 25th, 2024. And you're currently active on benefits already. Okay. Okay. So after MAU? Yes, sir, with MAU. Yeah. You see, after MAU, uh, a- after, um, though I try MAU again anymore. So, uh, that mean all- all that can- all that can happen. I'm sorry? All that can happen because you see, uh, I- I already see- I already see it had that only 17 day left to go to this contract. Am I right? So we don't have any access to your job itself. We only administer the health insurance. The reason why I was calling you today was because the automated system- Okay. ... sent you a text message Tuesday advising you of the company open enrollment period to enroll into coverage. Okay. And you said you wanted to know more about the health benefits. Oh. Okay. That's the reason why we're calling you today. That- that mean this period, uh, gonna be- gonna be finished? I'm not saying that the open enrollment period is finished, sir. You still have till January 31st. I'm advising you that you already have health insurance with MAU Staffing. Oh, okay. Okay. I've got to pass this to MAU. Yes, sir. Thank you. Of course. Did you want me to go over your current plans? Yeah. I've got to pass that to MAU. I'm sorry? I've got to go at MAU. Okay. Understood. Um, I do have to let you know more than likely they might defer you back to us just because we administer the health insurance. But we'll wait for your call back then after you speak with MAU. Okay. That- that will be MAU. Okay. Thank you. No problem. Have a wonderful rest of your day. Okay. Thank you. You too, ma'am.

Conversation Format

Speaker speaker_0: Your call made or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. My name is Francesca benefits in the car, coming on behalf of MAU Staffing to speak with Mr. Junior.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: How are you today, sir?

Speaker speaker_2: I'm good. And you? Thank you.

Speaker speaker_1: Good. Thank you for asking. So I was calling in regards to the text message that you received yesterday. Um, sorry-

Speaker speaker_2: Yes.

Speaker speaker_1: ... Tuesday. You said you wanted to know more about health benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: You're actually already enrolled into coverage, sir. We had received a form that you filled out July 25th, 2024. And you're currently active on benefits already.

Speaker speaker_2: Okay. Okay. So after MAU?

Speaker speaker_1: Yes, sir, with MAU.

Speaker speaker_2: Yeah. You see, after MAU, uh, a- after, um, though I try MAU again anymore. So, uh, that mean all- all that can- all that can happen.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: All that can happen because you see, uh, I- I already see- I already see it had that only 17 day left to go to this contract. Am I right?

Speaker speaker_1: So we don't have any access to your job itself. We only administer the health insurance. The reason why I was calling you today was because the automated system-

Speaker speaker_2: Okay.

Speaker speaker_1: ... sent you a text message Tuesday advising you of the company open enrollment period to enroll into coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: And you said you wanted to know more about the health benefits.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: That's the reason why we're calling you today.

Speaker speaker_2: That- that mean this period, uh, gonna be- gonna be finished?

Speaker speaker_1: I'm not saying that the open enrollment period is finished, sir. You still have till January 31st. I'm advising you that you already have health insurance with MAU Staffing.

Speaker speaker_2: Oh, okay. Okay. I've got to pass this to MAU.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Thank you.

Speaker speaker_1: Of course. Did you want me to go over your current plans?

Speaker speaker_2: Yeah. I've got to pass that to MAU.

Speaker speaker_1: I'm sorry?

Speaker speaker_2: I've got to go at MAU.

Speaker speaker_1: Okay. Understood. Um, I do have to let you know more than likely they might defer you back to us just because we administer the health insurance. But we'll wait for your call back then after you speak with MAU.

Speaker speaker_2: Okay. That- that will be MAU. Okay. Thank you.

Speaker speaker_1: No problem. Have a wonderful rest of your day.

Speaker speaker_2: Okay. Thank you. You too, ma'am.