

Transcript: Francesca

Baez-6736880882728960-6490692555161600

Full Transcript

Your call may be monitored or recorded for quality assurance- Hello. ... purposes. Good morning. My name is Francesca with Benefits in the Car, looking to speak with Mr. Taylor on behalf of MAU Staffing. Uh, yes, ma'am, this is me. Yes, sir. We were giving you a call back in regards to a text message we had received yesterday about open enrollment period, um, to which you replied that you were still waiting to hear back from someone. I apologize, we're a bit confused on my side 'cause we haven't spoken with you in general. We did try to reach out during October 2024 but we didn't get to reach you. So I was calling to see who it was that you were waiting to hear back from. I was, um, talking to my supervisor about me. They had, uh, suspended me for like a day or two or I... They had said something about an incident and I was trying to get confirmed on that. I didn't know what was going on. Okay, so it wasn't in regards to the health insurance, it was just in regards to job-related? Yeah, job-related. Understood. Okay. All right, so just keep in mind that this Friday, the 31st, will be the very last day to enroll into coverage 'cause then your open enrollment period will be ending for the company. Okay. All right, thank you. All right, 'cause you are currently enrolled but if you were looking to make changes to that policy, just keep in mind you have 'til that day for that, okay? All right. Thank you. All right, well, thank you so much, Mr. Taylor, for your time today and I hope you enjoy the rest of your day. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello.

Speaker speaker_0: ... purposes.

Speaker speaker_2: Good morning. My name is Francesca with Benefits in the Car, looking to speak with Mr. Taylor on behalf of MAU Staffing.

Speaker speaker_1: Uh, yes, ma'am, this is me.

Speaker speaker_2: Yes, sir. We were giving you a call back in regards to a text message we had received yesterday about open enrollment period, um, to which you replied that you were still waiting to hear back from someone. I apologize, we're a bit confused on my side 'cause we haven't spoken with you in general. We did try to reach out during October 2024 but we didn't get to reach you. So I was calling to see who it was that you were waiting to hear back from.

Speaker speaker_1: I was, um, talking to my supervisor about me. They had, uh, suspended me for like a day or two or I... They had said something about an incident and I was trying to get confirmed on that. I didn't know what was going on.

Speaker speaker_2: Okay, so it wasn't in regards to the health insurance, it was just in regards to job-related?

Speaker speaker_1: Yeah, job-related.

Speaker speaker_2: Understood. Okay. All right, so just keep in mind that this Friday, the 31st, will be the very last day to enroll into coverage 'cause then your open enrollment period will be ending for the company.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_2: All right, 'cause you are currently enrolled but if you were looking to make changes to that policy, just keep in mind you have 'til that day for that, okay?

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: All right, well, thank you so much, Mr. Taylor, for your time today and I hope you enjoy the rest of your day.

Speaker speaker_1: You too.

Speaker speaker_2: Bye-bye.