

## **Transcript: Pamela**

**Blanc-5506578320932864-4982454871867392**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Romila speaking. Thank you for calling Benefits in a Car. How may I help you? My name's Melissa Fee. I had a missed call from December. Okay. We are the administrator for health insurance for Staffing Agency. Are you currently working for Staffing Agency? Uh, no. Hmm. Okay. Um, the reason of our call is that we are processing a form that you signed through BG Staffing. Oh, yes, I applied for BG Staffing. Okay. So, the form that we received is that you wanted to enroll in the health benefits for you and your spouse, but you did not provide your spouse information. Um- Oh, I don't have a- So I- I don't have a job yet. Okay. With it. Well, no problem. So you do have 30 days from your first paycheck to enroll. Now, we could go ahead and process enrollment, but it will not start until you start working 'cause we need to receive the first premium from your employer in order for the benefits to become effective. Okay. Um- Would you like- Let's- Would you like to wait and then when you get a job- Yeah, let's wait. Yeah. No problem. All right. No problem. Okay. Anything else I could do for you, ma'am? No, that'll be all. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, this is Romila speaking. Thank you for calling Benefits in a Car. How may I help you?

Speaker speaker\_2: My name's Melissa Fee. I had a missed call from December.

Speaker speaker\_1: Okay. We are the administrator for health insurance for Staffing Agency. Are you currently working for Staffing Agency?

Speaker speaker\_2: Uh, no.

Speaker speaker\_1: Hmm. Okay. Um, the reason of our call is that we are processing a form that you signed through BG Staffing.

Speaker speaker\_2: Oh, yes, I applied for BG Staffing.

Speaker speaker\_1: Okay. So, the form that we received is that you wanted to enroll in the health benefits for you and your spouse, but you did not provide your spouse information. Um-

Speaker speaker\_2: Oh, I don't have a-

Speaker speaker\_1: So I-

Speaker speaker\_2: I don't have a job yet.

Speaker speaker\_1: Okay.

Speaker speaker\_2: With it.

Speaker speaker\_1: Well, no problem. So you do have 30 days from your first paycheck to enroll. Now, we could go ahead and process enrollment, but it will not start until you start working 'cause we need to receive the first premium from your employer in order for the benefits to become effective.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: Would you like-

Speaker speaker\_2: Let's-

Speaker speaker\_1: Would you like to wait and then when you get a job-

Speaker speaker\_2: Yeah, let's wait. Yeah.

Speaker speaker\_1: No problem.

Speaker speaker\_2: All right.

Speaker speaker\_1: No problem. Okay. Anything else I could do for you, ma'am?

Speaker speaker\_2: No, that'll be all.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: You too. Thank you.