

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hello. I was calling in reference to a text message I got from, um, said I was enro- auto-enrolled in M-E-C tele. So we are the administrator for health insurance for staffing agency, probably letting you know that you will be auto-enrolled, um, in the health benefits. What's the name of the staffing agency you're working for? Savage. May I have the last four digits of your Social? 0586. 0586? Yes. Your first and last name, ma'am? Yolanda. Yolanda. Mr., for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 1300 Tribution Drive, Raleigh, North Carolina 070199. We have phone number on file. On file. 704-488-3754. Yeah, thank you for- And your email is your first name, Zoe, @gmail.com? Yes. Okay. And you are a do you, I'm sorry, would you like to enroll in the health benefits or not? Um, I'm curious as to how much will be taken out of each check. For the plan that they auto-enroll you, will be \$15.16. Okay. Any other plans that they offer it, they have different plans, um, sorry, different prices. If you would like, I could send you a benefit guide and you could see all the plans that they offer. You do have, um, into... the 9th of, ugh, of May to enroll in the benefits. What we could do today, we could decline the auto-enrollment. That way if you don't want to get auto-enrolled, um, you don't have to worry about it calling us back. Okay. Uh, for now, I might, I might, I'ma say no for now. What was that? Uh, I'll say, I'ma say no for right now. Okay. No problem. No problem. All right. Thank you so much. You do have 30 days from the day you started working if you change your mind. Okay. That sounds perfect. Thank you. All right. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hello. I was calling in reference to a text message I got from, um, said I was enro- auto-enrolled in M-E-C tele.

Speaker speaker_0: So we are the administrator for health insurance for staffing agency, probably letting you know that you will be auto-enrolled, um, in the health benefits. What's the name of the staffing agency you're working for?

Speaker speaker_1: Savage.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 0586.

Speaker speaker_0: 0586?

Speaker speaker_1: Yes.

Speaker speaker_0: Your first and last name, ma'am?

Speaker speaker_1: Yolanda.

Speaker speaker_0: Yolanda. Mr., for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 1300 Tribution Drive, Raleigh, North Carolina 070199.

Speaker speaker_0: We have phone number on file.

Speaker speaker_1: On file.

Speaker speaker_0: 704-488-3754.

Speaker speaker_1: Yeah, thank you for-

Speaker speaker_0: And your email is your first name, Zoe, @gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you are a do you, I'm sorry, would you like to enroll in the health benefits or not?

Speaker speaker_1: Um, I'm curious as to how much will be taken out of each check.

Speaker speaker_0: For the plan that they auto-enroll you, will be \$15.16.

Speaker speaker_1: Okay.

Speaker speaker_0: Any other plans that they offer it, they have different plans, um, sorry, different prices. If you would like, I could send you a benefit guide and you could see all the plans that they offer. You do have, um, into... the 9th of, ugh, of May to enroll in the benefits. What we could do today, we could decline the auto-enrollment. That way if you don't want to get auto-enrolled, um, you don't have to worry about it calling us back.

Speaker speaker_1: Okay. Uh, for now, I might, I might, I'ma say no for now.

Speaker speaker_0: What was that?

Speaker speaker_1: Uh, I'll say, I'ma say no for right now.

Speaker speaker_0: Okay. No problem.

Speaker speaker_1: No problem.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: You do have 30 days from the day you started working if you change your mind.

Speaker speaker_1: Okay. That sounds perfect. Thank you.

Speaker speaker_0: All right. Thank you.

Speaker speaker_1: Bye.