

Transcript: Sara

Marulanda-5374835499909120-6496337360240640

Full Transcript

Thank you for calling bene-- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, Matthias Thompson. Hello, Mr. Thompson. How may I help you? Um, I was looking to set up medical insurance. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Serge, and 7872. What is your first name? Matthias. Are you a new hire? Uh, yeah. When did you start with the company? Uh... I'm gonna start my first day tomorrow. Oh, okay. Okay. This is the thing. They have not sent us your profile yet, so there is two options. One, we can go ahead create a profile and enroll you or decline you, either way you want to. And that's it. Or the other process is, uh, wait for Serge to send us your profile, but you will have to be, to be calling us, um, until we receive it and then we can go with enrollment or declination, either way. Okay. Uh, I'll, I'll wait for Serge. You want to wait for them? Okay, perfect. There's no problem. Um, just, just remember, you ha- uh, for you to enroll or decline, you have to do that during the first 30 days from your first paycheck. After 30 days, you're not gonna be eligible to, um, to enroll and/or, um, you will be already out-enrolled after 30 days, so... Okay. Just for you to keep in mind. Okay? Other than that, is there, uh, there, is there anything else that I, that I can help you with? Uh, no, that's it. All righty then. So thank you for calling Benefits in a Card. Wish you two have a wonderful day. You too. Thank you. Thank you very much. Bye-bye.

Conversation Format

Speaker None: Thank you for calling bene-- thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Uh, Matthias Thompson. Hello, Mr. Thompson. How may I help you? Um, I was looking to set up medical insurance. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Serge, and 7872. What is your first name? Matthias. Are you a new hire? Uh, yeah. When did you start with the company? Uh... I'm gonna start my first day tomorrow. Oh, okay. Okay. This is the thing. They have not sent us your profile yet, so there is two options. One, we can go ahead create a profile and enroll you or decline you, either way you want to. And that's it. Or the other process is, uh, wait for Serge to send us your profile, but you will have to be, to be calling us, um, until we receive it and then we can go with enrollment or declination, either way. Okay. Uh, I'll, I'll wait for Serge. You want to wait for them? Okay, perfect. There's no problem. Um, just, just remember, you ha- uh, for you to enroll or decline, you have to do that during the first 30 days from your first paycheck. After 30 days, you're not gonna be eligible to, um, to enroll and/or, um, you will be already out-enrolled after 30 days, so... Okay. Just for

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