

## **Transcript: Chris Sofield (deactivated)-5713476503158784-5585776589357056**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Chris. How can I help you today? Uh, yes, I'm calling about, uh, a text message I received regarding, uh, enrolling for health benefits. Okay. Um, do you work with a staffing company? Yes. Okay. What staffing company do you work with? Uh, it's called AELCO or something. Uh, I have to... I don't have the exact, uh... Hold on one second here while I pull it up on my... I gotta look it up. I have my backpack on, and, uh, I can't get to it at the moment, but let me take a look at, um... Just a moment. Hang, hang in there with me. Uh, I have, uh, A- Adept? ADEPT? ADEPT HR? Yeah. Okay. Um, one moment. Okay. So, was it telling you that you are currently eligible as a new hire or was it talking about, like, open enrollment starting soon? Uh, open enrollment, I guess. Okay. So ADEPT HR, they, they may have sent out just a, just an, like a text message advising that open enrollment starts soon. Uh, for their health insurance benefits, open enrollment for ADEPT HR doesn't start until December 23rd. Um, so... Oh, okay. So I have a little time. Yeah, you have a little bit of time. So, um, December 23rd to February 28th is when their open enrollment is being held. So, any time during that window, you can call us to enroll in any health insurance benefits if you wish to. All right, wonderful. I'll, I'll talk to you next month. All right. Then anything else? Uh, no, that'll do it. All right. Thanks for calling and have a wonderful day. Thank you. You as well. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, this is Chris. How can I help you today?

Speaker speaker\_2: Uh, yes, I'm calling about, uh, a text message I received regarding, uh, enrolling for health benefits.

Speaker speaker\_1: Okay. Um, do you work with a staffing company?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What staffing company do you work with?

Speaker speaker\_2: Uh, it's called AELCO or something. Uh, I have to... I don't have the exact, uh... Hold on one second here while I pull it up on my... I gotta look it up. I have my backpack on, and, uh, I can't get to it at the moment, but let me take a look at, um... Just a moment. Hang, hang in there with me. Uh, I have, uh, A- Adept? ADEPT?

Speaker speaker\_1: ADEPT HR?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. Um, one moment. Okay. So, was it telling you that you are currently eligible as a new hire or was it talking about, like, open enrollment starting soon?

Speaker speaker\_2: Uh, open enrollment, I guess.

Speaker speaker\_1: Okay. So ADEPT HR, they, they may have sent out just a, just an, like a text message advising that open enrollment starts soon. Uh, for their health insurance benefits, open enrollment for ADEPT HR doesn't start until December 23rd. Um, so...

Speaker speaker\_2: Oh, okay. So I have a little time.

Speaker speaker\_1: Yeah, you have a little bit of time. So, um, December 23rd to February 28th is when their open enrollment is being held. So, any time during that window, you can call us to enroll in any health insurance benefits if you wish to.

Speaker speaker\_2: All right, wonderful. I'll, I'll talk to you next month.

Speaker speaker\_1: All right. Then anything else?

Speaker speaker\_2: Uh, no, that'll do it.

Speaker speaker\_1: All right. Thanks for calling and have a wonderful day.

Speaker speaker\_2: Thank you. You as well.

Speaker speaker\_1: Bye-bye.