

## **Transcript: Estefania**

**Acevedo-4767302053314560-5145034914316288**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of MAU. I'm looking to speak with Mr. Cor- Cornelius Clark. Yes. Give me just a second. Mm-hmm. Hello? Hey, good afternoon. I'm calling from Benefits in a Card on behalf of MAU. Um, we're currently processing an enrollment form that you filled out on March 3rd for the healthcare benefits that MAU offers through their staffing agencies. Um, you didn't select any of the plans, and you also didn't select not to participate, so I was actually wondering if you wanted to decline the coverage since you left it blank or if you did wanna enroll. I wanna enroll, but I'm waiting. I'm waiting, thinking about it. Okay. Um, that's fine. For now, I will decline the coverage. They do give you 30 days from the day that you receive your first check to give us a call at this number to enroll. Um, but for now- All right. ... I'll decline it since you're waiting. Um, just keep in mind that they do give you 30 days from the time- Okay. ... that you receive your first check to, um, give us that call to do your enrollment. Okay? Okay. All right. Well, I hope you have a great day. Thank you for your time. All right. You, too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of MAU. I'm looking to speak with Mr. Cor- Cornelius Clark.

Speaker speaker\_0: Yes. Give me just a second.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of MAU. Um, we're currently processing an enrollment form that you filled out on March 3rd for the healthcare benefits that MAU offers through their staffing agencies. Um, you didn't select any of the plans, and you also didn't select not to participate, so I was actually wondering if you wanted to decline the coverage since you left it blank or if you did wanna enroll.

Speaker speaker\_2: I wanna enroll, but I'm waiting. I'm waiting, thinking about it.

Speaker speaker\_1: Okay. Um, that's fine. For now, I will decline the coverage. They do give you 30 days from the day that you receive your first check to give us a call at this number to

enroll. Um, but for now-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... I'll decline it since you're waiting. Um, just keep in mind that they do give you 30 days from the time-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that you receive your first check to, um, give us that call to do your enrollment. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_2: All right. You, too.

Speaker speaker\_1: Thank you.