

## Transcript: Estefania

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### Full Transcript

Your call may be monitored... for quality ■ Good morning. I'm calling from Benefits and a Card on behalf of the resource company. I'm looking to speak with Ms. Simmons. Uh, Ms. Simms? Um, hey. Good morning. I'm calling from Benefits and a Card in behalf of the resource company. We're currently processing enrollment forms and I was actually calling to ask if you wanted to cancel participating in the healthcare benefits that they offer or if you wanted to enroll. Um, we were processing your enrollment form and you didn't select to participate nor to decline coverage. So we were just calling to see if you wanted to decline or if you wanted to enroll. You said the res- the, um, the staffing agency t- resource that you're talking about? Yes, ma'am. They offer, um- Um, I thought, um, I think the guy named, my partner's name is Cedric, he said, he mentioned it, but I told him that I would, just not right now, and he said that I could wait- Okay. ... until I was able to get a job. And I was able to get my diploma too, but I'm not sure if he's in the office or if you are actually in the office or not. Like- So we're- ... someone to listen to. So we have healthcare administrators for some agencies and one of these agencies ■ Okay. So if you ■ ... want now, I can decline the coverage. You do have- Okay. ... 30 days from the day that you receive your very first check to enroll. Okay? Okay. 'Cause I haven't even started a job there. So as long as you call within that window... Gotcha. So as long as you call within that window, um, you'll be able to enroll. Would you like me to send you the guide for now, just in case you want to look over it? No. No? Okay. No. He gave me a brochure. Gotcha. Okay. So, thank you. All right. So if you want, for now, I can decline it and then, uh, if you do want to enroll, you have 30 days from the day that you receive your first check to give this number a call, okay? Okay. Thank you. You're welcome. Have a great day. You too.

### Conversation Format

Speaker speaker\_0: Your call may be monitored... for quality ■

Speaker speaker\_1: Good morning. I'm calling from Benefits and a Card on behalf of the resource company. I'm looking to speak with Ms. Simmons.

Speaker speaker\_2: Uh, Ms. Simms?

Speaker speaker\_1: Um, hey. Good morning. I'm calling from Benefits and a Card in behalf of the resource company. We're currently processing enrollment forms and I was actually calling to ask if you wanted to cancel participating in the healthcare benefits that they offer or if you wanted to enroll. Um, we were processing your enrollment form and you didn't select to

participate nor to decline coverage. So we were just calling to see if you wanted to decline or if you wanted to enroll.

Speaker speaker\_2: You said the res- the, um, the staffing agency t- resource that you're talking about?

Speaker speaker\_1: Yes, ma'am. They offer, um-

Speaker speaker\_2: Um, I thought, um, I think the guy named, my partner's name is Cedric, he said, he mentioned it, but I told him that I would, just not right now, and he said that I could wait-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... until I was able to get a job. And I was able to get my diploma too, but I'm not sure if he's in the office or if you are actually in the office or not. Like-

Speaker speaker\_1: So we're-

Speaker speaker\_2: ... someone to listen to.

Speaker speaker\_1: So we have healthcare administrators for some agencies and one of these agencies ■

Speaker speaker\_2: Okay.

Speaker speaker\_1: So if you ■ ... want now, I can decline the coverage. You do have-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... 30 days from the day that you receive your very first check to enroll. Okay?

Speaker speaker\_2: Okay. 'Cause I haven't even started a job there.

Speaker speaker\_1: So as long as you call within that window... Gotcha. So as long as you call within that window, um, you'll be able to enroll. Would you like me to send you the guide for now, just in case you want to look over it?

Speaker speaker\_2: No.

Speaker speaker\_1: No? Okay.

Speaker speaker\_2: No. He gave me a brochure.

Speaker speaker\_1: Gotcha. Okay.

Speaker speaker\_2: So, thank you.

Speaker speaker\_1: All right. So if you want, for now, I can decline it and then, uh, if you do want to enroll, you have 30 days from the day that you receive your first check to give this number a call, okay?

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: You're welcome. Have a great day.

Speaker speaker\_2: You too.