

## Transcript: Estefania

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### 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 Hospitality Staffing Solution. I'm looking to speak with Mr. Jackson. Mm, you got any..... I'm sorry? Hello? Yes, now..... Hey, I'm calling... Um, we're currently processing the enrollment form that you filled out for the staff and agency, and you selected some healthcare benefits for yourself and your spouse, being, um, dental and term life and group accident. Um, but you didn't give any of your spouse information, so I was actually calling to see if you still wanted to add her to those plans, or if you wanted to change it to employee only? Uh, you can change it to employee only. Okay. So it looks like your new deduction, um, would be \$24.01, um, weekly for these selective plans. So please allow one to two weeks for your staffing agency to start making these deductions. Once you see the first deduction of the first \$24.01 come out of your paycheck, the following Monday of this first deduction is when your coverage becomes effective. And then by that Thursday or Friday, first with your activation week, you should be getting your dental card. And then if you do want a physical medical card, once you become active, you're welcome to give us a call and we re- we can request that physical card. Um, since you selected term life as one of your plans, I do need a beneficiary from you. Um, you put your sister down, but I didn't have her last name. Do you still want to add your sister? Yolanda. What's her last name though? 'Cause I have her first name. Canteen. Um, I'm sorry? C-A-N... Canteen. C-A-N-T-E-E-N. Okay. Can you spell that again? You were kind of breaking up. C-A-N-T-E-E-N. Canteen. Okay. Thank you. And then this is your sister, right? That's my sister. Okay. Okay, got her. All right. Did you have any questions? Which staffing, which... Which staffing solution did you say this was? Hospitality Staffing Solutions. Okay. So are we- LLC. Are we moving forward with the position?..... Um, so we're just... So we're just the healthcare administrators for them. We don't work there. Okay. Okay, cool. We just administrate their healthcare benefits. Mm-hmm. Cool. Got it. 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 Hospitality Staffing Solution. I'm looking to speak with Mr. Jackson.

Speaker speaker\_2: Mm, you got any.....

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: Hello? Yes, now.....

Speaker speaker\_1: Hey, I'm calling... Um, we're currently processing the enrollment form that you filled out for the staff and agency, and you selected some healthcare benefits for yourself and your spouse, being, um, dental and term life and group accident. Um, but you didn't give any of your spouse information, so I was actually calling to see if you still wanted to add her to those plans, or if you wanted to change it to employee only?

Speaker speaker\_2: Uh, you can change it to employee only.

Speaker speaker\_1: Okay. So it looks like your new deduction, um, would be \$24.01, um, weekly for these selective plans. So please allow one to two weeks for your staffing agency to start making these deductions. Once you see the first deduction of the first \$24.01 come out of your paycheck, the following Monday of this first deduction is when your coverage becomes effective. And then by that Thursday or Friday, first with your activation week, you should be getting your dental card. And then if you do want a physical medical card, once you become active, you're welcome to give us a call and we re- we can request that physical card. Um, since you selected term life as one of your plans, I do need a beneficiary from you. Um, you put your sister down, but I didn't have her last name. Do you still want to add your sister?

Speaker speaker\_2: Yolanda.

Speaker speaker\_1: What's her last name though? 'Cause I have her first name.

Speaker speaker\_2: Canteen.

Speaker speaker\_1: Um, I'm sorry?

Speaker speaker\_2: C-A-N... Canteen. C-A-N-T-E-E-N.

Speaker speaker\_1: Okay. Can you spell that again? You were kind of breaking up.

Speaker speaker\_2: C-A-N-T-E-E-N. Canteen.

Speaker speaker\_1: Okay. Thank you. And then this is your sister, right?

Speaker speaker\_2: That's my sister.

Speaker speaker\_1: Okay. Okay, got her. All right. Did you have any questions?

Speaker speaker\_2: Which staffing, which... Which staffing solution did you say this was?

Speaker speaker\_1: Hospitality Staffing Solutions.

Speaker speaker\_2: Okay. So are we-

Speaker speaker\_1: LLC.

Speaker speaker\_2: Are we moving forward with the position?.....

Speaker speaker\_1: Um, so we're just... So we're just the healthcare administrators for them. We don't work there.

Speaker speaker\_2: Okay. Okay, cool.

Speaker speaker\_1: We just administrate their healthcare benefits. Mm-hmm.

Speaker speaker\_2: Cool. Got it.

Speaker speaker\_1: Thank you.