

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. Hello? I'm calling from Benefits in a Card on behalf of MAU. Um, I'm currently looking to speak with Ms. Henry. Yeah. Hey, good afternoon. I'm calling from Benefits in a Card on behalf of MAU. We're currently processing an enrollment form that you filled out on March 10th for the healthcare benefits. Um, you didn't select any of the plans and you also didn't select not to participate. So I was actually calling to see if you did want to enroll or if you wanted to decline the coverage. The coverage for what? What the coverage is about? It's for healthcare benefits, um, that MAU offers. Depending on what plans you select as well as which ones and if you have dependents, it has a lot to do with how much the weekly deduction is for the selected plans from your paycheck. It is weekly deductions as well and it's only healthcare benefits. No, I'm declining on that. Okay, thank you for your time. I hope you have a great day. Your coverage has been declined. Okay, thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hey, good afternoon.

Speaker speaker_2: Hello?

Speaker speaker_1: I'm calling from Benefits in a Card on behalf of MAU. Um, I'm currently looking to speak with Ms. Henry.

Speaker speaker_2: Yeah.

Speaker speaker_1: Hey, good afternoon. I'm calling from Benefits in a Card on behalf of MAU. We're currently processing an enrollment form that you filled out on March 10th for the healthcare benefits. Um, you didn't select any of the plans and you also didn't select not to participate. So I was actually calling to see if you did want to enroll or if you wanted to decline the coverage.

Speaker speaker_2: The coverage for what? What the coverage is about?

Speaker speaker_1: It's for healthcare benefits, um, that MAU offers. Depending on what plans you select as well as which ones and if you have dependents, it has a lot to do with how much the weekly deduction is for the selected plans from your paycheck. It is weekly deductions as well and it's only healthcare benefits.

Speaker speaker_2: No, I'm declining on that.

Speaker speaker_1: Okay, thank you for your time. I hope you have a great day. Your coverage has been declined.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you.