

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Card. My name is Stephanie. How can I assist you? Hello. Thank you for calling Benefits in the Card. My name is Stephanie. How can I assist you? Good evening. My name is Julius. Um, so I received a message for the Benefits Card. I don't know what it mean. I want to know... Okay. So we're the healthcare... .. benefits. We're the healthcare administrators for staff and agencies. So if you're currently working with a staff and agency, most likely they're within their company open enrollment period, or you're within your personal open enrollment period, which makes you eligible to enroll into any healthcare benefits that they offer. Um, it's something totally optional, but you will get it- you will be getting reminders notifying you within... about company open enrollment or within... about personal open enrollment. It's a benefit for what, this? So, it's just healthcare benefits. Healthcare benefit? Healthcare benefits, yes. For go to see the doctor? Correct. No, I don't need a doctor. I have my doctor. Oh, okay. In that case, you can just ignore the messages because you will be getting friendly reminders. Oh, excuse me. Uh, I have one question. Yes? Mm. That is, uh, today's the third week, um, I work to Morales. I've not received my pay yet. I don't know what happened. So we're just the healthcare administrators. We don't work in the agencies. Oh. Oh, okay. Okay. Yes, sir. That's... I have my, my doctor. I don't need the benefits for doctor now. Okay, that's fine. You can just ignore the text messages then. Okay. Thank you so much. You're welcome. Have a nice day. Happy New Year. Thank you. Thank you. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hello.

Speaker speaker_0: Thank you for calling Benefits in the Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Good evening. My name is Julius. Um, so I received a message for the Benefits Card. I don't know what it mean. I want to know...

Speaker speaker_0: Okay. So we're the healthcare...

Speaker speaker_1: ... benefits.

Speaker speaker_0: We're the healthcare administrators for staff and agencies. So if you're currently working with a staff and agency, most likely they're within their company open enrollment period, or you're within your personal open enrollment period, which makes you eligible to enroll into any healthcare benefits that they offer. Um, it's something totally optional, but you will get it- you will be getting reminders notifying you within... about company open enrollment or within... about personal open enrollment.

Speaker speaker_1: It's a benefit for what, this?

Speaker speaker_0: So, it's just healthcare benefits.

Speaker speaker_1: Healthcare benefit?

Speaker speaker_0: Healthcare benefits, yes.

Speaker speaker_1: For go to see the doctor?

Speaker speaker_0: Correct.

Speaker speaker_1: No, I don't need a doctor. I have my doctor.

Speaker speaker_0: Oh, okay. In that case, you can just ignore the messages because you will be getting friendly reminders.

Speaker speaker_1: Oh, excuse me. Uh, I have one question.

Speaker speaker_0: Yes?

Speaker speaker_1: Mm. That is, uh, today's the third week, um, I work to Morales. I've not received my pay yet. I don't know what happened.

Speaker speaker_0: So we're just the healthcare administrators. We don't work in the agencies.

Speaker speaker_1: Oh. Oh, okay. Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: That's... I have my, my doctor. I don't need the benefits for doctor now.

Speaker speaker_0: Okay, that's fine. You can just ignore the text messages then.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day. Happy New Year.

Speaker speaker_1: Thank you. Thank you. You too. Bye.