

## Transcript: Estefania

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### Full Transcript

Thank you for calling the hospital card. My name is Stephanie. How can I assist you? Hey, Stephanie. How you doing? Hey. Good, thank you. How about you? I'm good. I'm, I'm with BG, um, Staffing and they just sent me a text message to select if I wanted to enroll in coverage. I don't want to, um, opt in. Okay. That's fine. Um, they don't do any type of auto-enrollment. Okay. So, if you don't wanna enroll, I don't really have to do anything. They don't participate in auto-enrolling their new hires. Okay, 'cause I didn't want them to just sign me up and I, I, I... You know? *f*I didn't want to opt in, so I just wanted to call. Yeah, no, you're fine. Okay. Yeah. It's just to remind you that you have 30 days, um, from the day that you receive your first check to be eligible to enroll, if you do want to enroll. Um, some of them do participate in auto-enrollment, but BG doesn't. Uh-huh. Okay, cool, 'cause I got my own insurance. Got it. Okay. Yeah, so you're fine. I don't have to do anything. Okay. Well, thank you so much, Stephanie. You're welcome. Have a nice day. All right. You too. Bye-bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling the hospital card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, Stephanie. How you doing?

Speaker speaker\_0: Hey. Good, thank you. How about you?

Speaker speaker\_1: I'm good. I'm, I'm with BG, um, Staffing and they just sent me a text message to select if I wanted to enroll in coverage. I don't want to, um, opt in.

Speaker speaker\_0: Okay. That's fine. Um, they don't do any type of auto-enrollment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, if you don't wanna enroll, I don't really have to do anything. They don't participate in auto-enrolling their new hires.

Speaker speaker\_1: Okay, 'cause I didn't want them to just sign me up and I, I, I... You know? *f*I didn't want to opt in, so I just wanted to call.

Speaker speaker\_0: Yeah, no, you're fine.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah. It's just to remind you that you have 30 days, um, from the day that you receive your first check to be eligible to enroll, if you do want to enroll. Um, some of them do participate in auto-enrollment, but BG doesn't.

Speaker speaker\_1: Uh-huh. Okay, cool, 'cause I got my own insurance.

Speaker speaker\_0: Got it. Okay. Yeah, so you're fine. I don't have to do anything.

Speaker speaker\_1: Okay. Well, thank you so much, Stephanie.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: All right. You too. Bye-bye.