

## **Transcript: Estefania**

**Acevedo-5686345825042432-5407345336696832**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How may I assist you? Stephanie, I just missed a call from this number, uh, I don't know, 30 minutes ago. Okay. Um, we're the healthcare administrators for staffing agencies. So, if you received a call or a text, most likely you're within your first 30 days of receiving your first check or your company's within company open enrollment. Um, who do you work for? Focus. Okay, so yes, Focus Workforce Management right now is within company open enrollment. Their last day for enrollment would be the 14th. So, if you did want to enroll into any other healthcare benefits, you would have until the 14th to give us a call and enroll. They offer different plans like dental, vision, um, identity protection- I'm already on, uh... If you need help. I'm already on the Marketplace, so I got insurance through that. Oh, okay. Well, they don't really require you to, like, enroll. So if you don't want to, you don't really have to do anything. You can just ignore those messages. Yeah, I think I just declined when I, uh, did all my paperwork. Did you want me to double-check just in case? Please. Yeah. And they don't do no type of auto-enrollment, but I can still check if you want. Yeah, check and see if they've enrolled me because I declined as, uh, as I recall. Okay, and then I just need the last four of your Social. 9386. And your first and last name? Paul Richardson. For security purposes, you do need to verify your address and date of birth. Um, 109 North Ellen Nixon, Missouri, 65714. August 19th, 1965. 417-470-7827's your phone number? Yep. Okay. Yeah, so you did indeed decline. So yeah, I would just ignore those reminders 'cause everybody's gonna get those, but I would just ignore it. Uh, you mean the voicemail? Yeah, the voice message or any calls or texts 'cause they also sometimes send texts and calls- Oh, okay. ... regarding company open enrollment. Yeah, so I would just ignore it because you- Yeah, I don't know how long- ... did, in fact, decline. I don't even know how long I'm gonna be with these guys. I've got some other things going on, but, uh, I appreciate the opportunity. All right. Thank you. Have a nice day. You too. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How may I assist you?

Speaker speaker\_1: Stephanie, I just missed a call from this number, uh, I don't know, 30 minutes ago.

Speaker speaker\_0: Okay. Um, we're the healthcare administrators for staffing agencies. So, if you received a call or a text, most likely you're within your first 30 days of receiving your first

check or your company's within company open enrollment. Um, who do you work for?

Speaker speaker\_1: Focus.

Speaker speaker\_0: Okay, so yes, Focus Workforce Management right now is within company open enrollment. Their last day for enrollment would be the 14th. So, if you did want to enroll into any other healthcare benefits, you would have until the 14th to give us a call and enroll. They offer different plans like dental, vision, um, identity protection-

Speaker speaker\_1: I'm already on, uh...

Speaker speaker\_0: If you need help.

Speaker speaker\_1: I'm already on the Marketplace, so I got insurance through that.

Speaker speaker\_0: Oh, okay. Well, they don't really require you to, like, enroll. So if you don't want to, you don't really have to do anything. You can just ignore those messages.

Speaker speaker\_1: Yeah, I think I just declined when I, uh, did all my paperwork.

Speaker speaker\_0: Did you want me to double-check just in case?

Speaker speaker\_1: Please. Yeah.

Speaker speaker\_0: And they don't do no type of auto-enrollment, but I can still check if you want.

Speaker speaker\_1: Yeah, check and see if they've enrolled me because I declined as, uh, as I recall.

Speaker speaker\_0: Okay, and then I just need the last four of your Social.

Speaker speaker\_1: 9386.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Paul Richardson.

Speaker speaker\_0: For security purposes, you do need to verify your address and date of birth.

Speaker speaker\_1: Um, 109 North Ellen Nixon, Missouri, 65714. August 19th, 1965.

Speaker speaker\_0: 417-470-7827's your phone number?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. Yeah, so you did indeed decline. So yeah, I would just ignore those reminders 'cause everybody's gonna get those, but I would just ignore it.

Speaker speaker\_1: Uh, you mean the voicemail?

Speaker speaker\_0: Yeah, the voice message or any calls or texts 'cause they also sometimes send texts and calls-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... regarding company open enrollment. Yeah, so I would just ignore it because you-

Speaker speaker\_1: Yeah, I don't know how long-

Speaker speaker\_0: ... did, in fact, decline.

Speaker speaker\_1: I don't even know how long I'm gonna be with these guys. I've got some other things going on, but, uh, I appreciate the opportunity.

Speaker speaker\_0: All right. Thank you. Have a nice day.

Speaker speaker\_1: You too. Thank you. Bye.