

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 a Card. My name is Stephanie. How can I assist you? Yeah, my name's Marco Lopez. You left, like, me a message. Okay. What does the message say? Uh, uh, something about benefits, uh, and *fe fó*. Okay. So we're, so we're the healthcare administrators for Staffing Agencies. If you recently started working with the agency that we administrate, you have 30 days from the day that you receive your very first check to enroll into any healthcare benefits that they offer. Um, and it, they do offer different plans depending on which ones you select as well as if you choose dependents with those funds have a lot to do with how much the weekly deductions are from your paycheck. Did you recently start work on the Staffing Agency or apply with them? I just started working. Yeah, I just recently started working. I only worked, uh, a couple of days. Two weeks. Two weeks, to be exact. Okay. Um, with who? Uh, s- uh, Staffing Personnel. Okay. Rico Personnel or something. So we adminis- So we administrate their, um, benefits. They don't auto-enroll their members into any plan, and it's completely optional. Um, so it's totally your decision if you would like to enroll or not. But it's just a reminder to let you know that you are within your personal open enrollment period to enroll into healthcare benefits through them. Oh, okay. No. Okay. Sorry. I'm not interested right now at the moment. Oh. Okay, that's fine. If you want, you can just ignore the messages because they will be, um, sending them to you as reminders. Oh, okay. Thank you. You're welcome.

Conversation Format

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

Speaker speaker_1: Yeah, my name's Marco Lopez. You left, like, me a message.

Speaker speaker_0: Okay. What does the message say?

Speaker speaker_1: Uh, uh, something about benefits, uh, and *fe fó*.

Speaker speaker_0: Okay. So we're, so we're the healthcare administrators for Staffing Agencies. If you recently started working with the agency that we administrate, you have 30 days from the day that you receive your very first check to enroll into any healthcare benefits that they offer. Um, and it, they do offer different plans depending on which ones you select as well as if you choose dependents with those funds have a lot to do with how much the weekly deductions are from your paycheck. Did you recently start work on the Staffing Agency or

apply with them?

Speaker speaker_1: I just started working. Yeah, I just recently started working. I only worked, uh, a couple of days.

Speaker speaker_2: Two weeks.

Speaker speaker_1: Two weeks, to be exact.

Speaker speaker_0: Okay. Um, with who?

Speaker speaker_1: Uh, s- uh, Staffing Personnel.

Speaker speaker_0: Okay.

Speaker speaker_1: Rico Personnel or something.

Speaker speaker_0: So we adminis- So we administrate their, um, benefits. They don't auto-enroll their members into any plan, and it's completely optional. Um, so it's totally your decision if you would like to enroll or not. But it's just a reminder to let you know that you are within your personal open enrollment period to enroll into healthcare benefits through them.

Speaker speaker_1: Oh, okay. No. Okay. Sorry. I'm not interested right now at the moment.

Speaker speaker_0: Oh. Okay, that's fine. If you want, you can just ignore the messages because they will be, um, sending them to you as reminders.

Speaker speaker_1: Oh, okay. Thank you.

Speaker speaker_0: You're welcome.