

## **Transcript: Estefania**

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### **Full Transcript**

Your call may be monitored or recorded for insurance purposes. Hello? Hey, good afternoon. I'm calling from Benefits Center Card on behalf of the Mega Four Staffing Group. Um, I'm currently processing an enrollment form that you filled out on April the 2nd. It looks like for some healthcare benefits, you did not select to be enrolled into any of the plans but you didn't select to not participate. So, we're actually calling to see if you wanted to enroll into the coverage through the staffing agency or if you did wanna decline. Can you say that one more time? Um, I was telling you that we're calling behalf of the Mega Four Staffing Group. We're currently processing an enrollment form that you filled out on April the 2nd for the healthcare benefits that the staffing agency offers. You didn't select anything. You left the enrollment form blank. But you also didn't select not to participate in the coverage, so to decline coverage. Um, so we were calling to see if you wanted to decline coverage or if you wanted to enroll because you left it blank, the enrollment form. You said a cover- coverage from a what, again? It's for healthcare benefits through the staffing agencies. Depending on how many plans you select, which ones they are and if you add dependents has a lot to do with how much the weekly deduction is from your paycheck for those plans. And it is weekly deduction. No. I, no, I'll decline it. Okay. That's all I needed to know. Thank you, sir. Have a great day. All right. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for insurance purposes.

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of the Mega Four Staffing Group. Um, I'm currently processing an enrollment form that you filled out on April the 2nd. It looks like for some healthcare benefits, you did not select to be enrolled into any of the plans but you didn't select to not participate. So, we're actually calling to see if you wanted to enroll into the coverage through the staffing agency or if you did wanna decline.

Speaker speaker\_1: Can you say that one more time?

Speaker speaker\_2: Um, I was telling you that we're calling behalf of the Mega Four Staffing Group. We're currently processing an enrollment form that you filled out on April the 2nd for the healthcare benefits that the staffing agency offers. You didn't select anything. You left the enrollment form blank. But you also didn't select not to participate in the coverage, so to

decline coverage. Um, so we were calling to see if you wanted to decline coverage or if you wanted to enroll because you left it blank, the enrollment form.

Speaker speaker\_1: You said a cover- coverage from a what, again?

Speaker speaker\_2: It's for healthcare benefits through the staffing agencies. Depending on how many plans you select, which ones they are and if you add dependents has a lot to do with how much the weekly deduction is from your paycheck for those plans. And it is weekly deduction.

Speaker speaker\_1: No. I, no, I'll decline it.

Speaker speaker\_2: Okay. That's all I needed to know. Thank you, sir. Have a great day.

Speaker speaker\_1: All right. Bye.