

Transcript: Estefania

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Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Good afternoon. I'm calling from Benefits Center Card on behalf of the resource company. I'm looking to speak with Mr. Martin. Yeah, who's speaking now? Hey, good morning. Um, we're currently processing enrollment forms for the... your staff and agency. And you chose- Mm-hmm. ... to participate in their healthcare benefits, but you didn't select any plans. So I was actually calling to see if you wanted to decline the coverage or if you indeed wanted to enroll. Um, could you call me back? Uh, I, I'm s- I'm currently a little busy. I'm sorry. Oh, okay. But- Um, so we're open from- ... I do- I, I would like to... I, I would like to enroll. Okay. So we're open from 8:00 AM up until 8:00 PM Eastern Time. You're welcome to give us a call. Um, for now, if you want, I can go ahead and decline it. You do have 30 days from the day that you receive your very first check to enroll into any of the benefits. Okay. But for now, I will decline it and you're welcome to give us a call later today if you do wanna enroll. You do have 30 days from the day that you receive your very first check. Okay. All right. Well, thank you. Well, thank you so much. I hope you have a great day. You too. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon. I'm calling from Benefits Center Card on behalf of the resource company. I'm looking to speak with Mr. Martin.

Speaker speaker_1: Yeah, who's speaking now?

Speaker speaker_2: Hey, good morning. Um, we're currently processing enrollment forms for the... your staff and agency. And you chose-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... to participate in their healthcare benefits, but you didn't select any plans. So I was actually calling to see if you wanted to decline the coverage or if you indeed wanted to enroll.

Speaker speaker_1: Um, could you call me back? Uh, I, I'm s- I'm currently a little busy. I'm sorry.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: But-

Speaker speaker_2: Um, so we're open from-

Speaker speaker_1: ... I do- I, I would like to... I, I would like to enroll.

Speaker speaker_2: Okay. So we're open from 8:00 AM up until 8:00 PM Eastern Time. You're welcome to give us a call. Um, for now, if you want, I can go ahead and decline it. You do have 30 days from the day that you receive your very first check to enroll into any of the benefits.

Speaker speaker_1: Okay.

Speaker speaker_2: But for now, I will decline it and you're welcome to give us a call later today if you do wanna enroll. You do have 30 days from the day that you receive your very first check.

Speaker speaker_1: Okay.

Speaker speaker_2: All right. Well, thank you.

Speaker speaker_1: Well, thank you so much.

Speaker speaker_2: I hope you have a great day.

Speaker speaker_1: You too.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye-bye.