

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, good morning. This is Duncan. How are you doing, Francesca? I'm good. How are you today? I'm doing great. Um, I've received, um, a text message from the resource and I have, uh, 30 days from the first paycheck to enroll in benefits. So I'm wondering what that is. Those benefits will be the health insurance that they offer their actively working employees, their PPO limited plans. Depending on which plans you select as well as if you're putting a dependent, will depend on what the amount being taken out of your paycheck will be for the policy. Okay, okay. That is good. Um, I have the website and I'll check that out. I just want to make sure, I just want to know what that is, so. But I have website in that text message so I'll take a look first and then I'll decide which plan that I choose. Understood. If you run into any issues, feel free to give us a call back. We can also help you process that enrollment over the phone. All right, no problem. Thank you very much. Of course. My pleasure. Have a great day and thank you for calling Benefits in a Card today. No problem. Thank you very much. Bye-bye. All right. Have a good one. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, good morning. This is Duncan. How are you doing, Francesca?

Speaker speaker_0: I'm good. How are you today?

Speaker speaker_1: I'm doing great. Um, I've received, um, a text message from the resource and I have, uh, 30 days from the first paycheck to enroll in benefits. So I'm wondering what that is.

Speaker speaker_0: Those benefits will be the health insurance that they offer their actively working employees, their PPO limited plans. Depending on which plans you select as well as if you're putting a dependent, will depend on what the amount being taken out of your paycheck will be for the policy.

Speaker speaker_1: Okay, okay. That is good. Um, I have the website and I'll check that out. I just want to make sure, I just want to know what that is, so. But I have website in that text message so I'll take a look first and then I'll decide which plan that I choose.

Speaker speaker_0: Understood. If you run into any issues, feel free to give us a call back. We can also help you process that enrollment over the phone.

Speaker speaker_1: All right, no problem. Thank you very much.

Speaker speaker_0: Of course. My pleasure. Have a great day and thank you for calling Benefits in a Card today.

Speaker speaker_1: No problem. Thank you very much.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: All right. Have a good one.

Speaker speaker_0: You too.