

## **Transcript: Francesca**

**Baez-4798663267368960-4682907926052864**

### **Full Transcript**

Your call may be monitored or recorded- Hey, it's Maya Mulinix. ... for quality assurance purposes. You've got the recording. If, um, leave a message and I'll give you a call back. I do not answer phone numbers I do not know, but I will be calling you back if you do leave a voicemail. Thank you. Good afternoon. My name is Francesca. I've been affecting a card. You've been called to speak with Ms. Mulinix on behalf of Search Staffing regarding the text message that you received today, which read out, "Congratulations on your job with Search. You'll be auto enrolled into MEC 10RX within 30 days." You replied back with two question marks. The text message was sent from Search Staffing's system. They're informing you regarding their company policy of automatically enrolling their new hires into a medical preventative care plan, which is what that MEC 10RX in the message is. They're also informing you that you are eligible to enroll into the health insurance they offer their actively working employees. In the event that you have any further questions or further need for this information, feel free to give us a call back at 800-497-4856 open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. I do have to advise you, ma'am, you're what they call a rehire, meaning that you have worked with Search at some point already. So auto enrollment won't take effect on you. In your specific case, the only way you'll have insurance with Search is if you call in to request it or fill out a form asking to be enrolled into benefits. I hope that this message was of any use to you. I hope you have a wonderful rest of your day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded-

Speaker speaker\_1: Hey, it's Maya Mulinix.

Speaker speaker\_0: ... for quality assurance purposes.

Speaker speaker\_1: You've got the recording. If, um, leave a message and I'll give you a call back. I do not answer phone numbers I do not know, but I will be calling you back if you do leave a voicemail. Thank you.

Speaker speaker\_2: Good afternoon. My name is Francesca. I've been affecting a card. You've been called to speak with Ms. Mulinix on behalf of Search Staffing regarding the text message that you received today, which read out, "Congratulations on your job with Search. You'll be auto enrolled into MEC 10RX within 30 days." You replied back with two question marks. The text message was sent from Search Staffing's system. They're informing you regarding their company policy of automatically enrolling their new hires into a medical

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