

Transcript: Francesca

Baez-4865358834909184-6129032165801984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Good afternoon. My name is Francesca Benavides de la Car, looking to speak with Mr. Wyman on behalf of Integrity Trade Services. How may I- Uh, yes, this is Sean. Oh, right. So I was giving you a call back in regards to the text message the system sent you today that you asked what it was in regards to? Uh, yes. So that message is advising you in regards to Integrity Trade Services company policy. They auto-enrolled the new hires into a medical plan and they're advising you that you have 30 days to either opt out or to select a different plan to be enrolled into if you wish to have insurance with them. Oh, yeah. I wanna opt out. I don't want no insurance through 'em, through anybody. Understood. I went ahead and processed your declamation for auto enrollment. You're all set. The system could still possibly send you three more messages just 'cause it doesn't have a way to filter out who has already declined. Okay. Uh, can you, uh, tell me how many hours I- I got coming on my next check? Because I didn't clock... I forgot to clock out Sunday when I told the supervisor, and I'm just not too sure if my hours are gonna add up still. So unfortunately, we only handle the health insurance. You'll have to contact the stop- well, the office itself directly with Integrity Services or- Oh, all right. ... human resources. Okay. Thank you. No problem. Have a wonderful rest of your day. You people too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Good afternoon. My name is Francesca Benavides de la Car, looking to speak with Mr. Wyman on behalf of Integrity Trade Services. How may I-

Speaker speaker_1: Uh, yes, this is Sean.

Speaker speaker_2: Oh, right. So I was giving you a call back in regards to the text message the system sent you today that you asked what it was in regards to?

Speaker speaker_1: Uh, yes.

Speaker speaker_2: So that message is advising you in regards to Integrity Trade Services company policy. They auto-enrolled the new hires into a medical plan and they're advising you that you have 30 days to either opt out or to select a different plan to be enrolled into if

you wish to have insurance with them.

Speaker speaker_1: Oh, yeah. I wanna opt out. I don't want no insurance through 'em, through anybody.

Speaker speaker_2: Understood. I went ahead and processed your declamation for auto enrollment. You're all set. The system could still possibly send you three more messages just 'cause it doesn't have a way to filter out who has already declined.

Speaker speaker_1: Okay. Uh, can you, uh, tell me how many hours I- I got coming on my next check? Because I didn't clock... I forgot to clock out Sunday when I told the supervisor, and I'm just not too sure if my hours are gonna add up still.

Speaker speaker_2: So unfortunately, we only handle the health insurance. You'll have to contact the stop- well, the office itself directly with Integrity Services or-

Speaker speaker_1: Oh, all right.

Speaker speaker_2: ... human resources.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: No problem. Have a wonderful rest of your day.

Speaker speaker_1: You people too.