

Transcript: Francesca

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Full Transcript

Thank you for calling Benefitlational Care. My name is Francesca. How can I assist you today? Yes, uh, my name's Eddie Al- Almaraz. A-L-M-A-R-A-Z. Uh, I just got a text message from Call Team Staffing. Okay. And they told me something about, uh, uh, a mega plan or some- some- something like that. I'm at work right now, so you gotta excuse me. Yes, so we didn't send the text message, their system did. If you're a new hire, more than likely it's advising you in regards to the company open enrollment period. Mm-hmm. Well, they told me after the first check for me to call you. Uh, I just got the text message right now. Yes, sir. That means that they will auto-enroll you as soon as you get that first paycheck into a medical preventative care plan. Oh, okay. Okay, ma'am. I thought it was something else, you know- No sir, it was for the health insurance if our information was in it. Okay, okay, okay. I'm sorry to bother you. No stress, no bother. Are you gonna let that auto-enrollment process through? Uh, yeah. I'm gonna try... Yeah. Uh, well, I'm trying to do everything I can that- that's right, you know? 'Cause I- I had been unemploy-ed for a while. Ah, exactly. I had been unemploy-ed for a while, so I'm trying- I'm trying to get myself back on my feet. Mm-hmm. But, uh, what- whatever I need to do, this is... Would you let me know something? I mean, do I have to do it right now or can I do it later or what? I drive over by- You can do it- I already got my check. You can do it later. Okay. Do I gotta do it online or something? Um, you can do... No, sir. What I've been trying to say is you can do it later. It's completely up to you, you can do it whenever you want. Just keep in mind that their system is going to automatically enroll you into a medical preventative care plan. Oh, okay. So once auto-enrollment process through, they'll start making those deductions from your pay stub. If you do not want auto-enrollment to process through, then you'll have to make sure that you do call in and request to cancel it or decline that auto-enrollment. Oh, okay. All right. I got- I got what you mean. All right, ma'am. Well, thank you for your help. Of course, it was my pleasure. Was there anything else we can assist you with today? No, that'll be all. Thank you. You're welcome. Have a wonderful rest of your day and thank you for your time today. And you too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefitlational Care. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, uh, my name's Eddie Al- Almaraz. A-L-M-A-R-A-Z. Uh, I just got a text message from Call Team Staffing.

Speaker speaker_0: Okay.

Speaker speaker_1: And they told me something about, uh, uh, a mega plan or some- some- something like that. I'm at work right now, so you gotta excuse me.

Speaker speaker_0: Yes, so we didn't send the text message, their system did. If you're a new hire, more than likely it's advising you in regards to the company open enrollment period.

Speaker speaker_1: Mm-hmm. Well, they told me after the first check for me to call you. Uh, I just got the text message right now.

Speaker speaker_0: Yes, sir. That means that they will auto-enroll you as soon as you get that first paycheck into a medical preventative care plan.

Speaker speaker_1: Oh, okay. Okay, ma'am. I thought it was something else, you know-

Speaker speaker_0: No sir, it was for the health insurance if our information was in it.

Speaker speaker_1: Okay, okay, okay. I'm sorry to bother you.

Speaker speaker_0: No stress, no bother. Are you gonna let that auto-enrollment process through?

Speaker speaker_1: Uh, yeah. I'm gonna try... Yeah. Uh, well, I'm trying to do everything I can that- that's right, you know? 'Cause I- I had been unemploy-ed for a while.

Speaker speaker_0: Ah, exactly.

Speaker speaker_1: I had been unemploy-ed for a while, so I'm trying- I'm trying to get myself back on my feet.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But, uh, what- whatever I need to do, this is... Would you let me know something? I mean, do I have to do it right now or can I do it later or what? I drive over by-

Speaker speaker_0: You can do it-

Speaker speaker_1: I already got my check.

Speaker speaker_0: You can do it later.

Speaker speaker_1: Okay. Do I gotta do it online or something?

Speaker speaker_0: Um, you can do... No, sir. What I've been trying to say is you can do it later. It's completely up to you, you can do it whenever you want. Just keep in mind that their system is going to automatically enroll you into a medical preventative care plan.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: So once auto-enrollment process through, they'll start making those deductions from your pay stub. If you do not want auto-enrollment to process through, then you'll have to make sure that you do call in and request to cancel it or decline that auto-enrollment.

Speaker speaker_1: Oh, okay. All right. I got- I got what you mean. All right, ma'am. Well, thank you for your help.

Speaker speaker_0: Of course, it was my pleasure. Was there anything else we can assist you with today?

Speaker speaker_1: No, that'll be all. Thank you.

Speaker speaker_0: You're welcome. Have a wonderful rest of your day and thank you for your time today.

Speaker speaker_1: And you too. Thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye-bye.