

Transcript: Francesca

Baez-4999332048191488-6321996352241664

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, I'm calling... Uh, they told me to call to make sure my insurance stays the same. Um, what staffing company do you work with? Just so I know- Uh, MAU. MAU as a whole. Oh, okay. I see now. So, I believe they advised you of that because your company is going through their open enrollment period. Mm-hmm. Um, what they mean by that is basically just letting you know that you have the ability to make changes right now. However, sir, if you want to keep your policy itself exactly how it is before open enrollment started- Mm-hmm. ... the system already did that for you. It's gonna go ahead and process it for this year's offering and keep everything the same. Oh, okay. So, I, I didn't really have to do anything? Yes, sir. That is correct. I think they just advised you that 'cause you're not the first one to call like that from MAU. I think they just wanted to advise that to, like, let you know you have the option to make changes to it. Right. And that's- Okay. No, I wanted to stay the same. All right. Understood. All right. Thank you, dear. Of course. It was my pleasure. Have a wonderful rest of your day. You too.

Conversation Format

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

Speaker speaker_1: Yes, I'm calling... Uh, they told me to call to make sure my insurance stays the same.

Speaker speaker_0: Um, what staffing company do you work with? Just so I know-

Speaker speaker_1: Uh, MAU. MAU as a whole.

Speaker speaker_0: Oh, okay. I see now. So, I believe they advised you of that because your company is going through their open enrollment period.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Um, what they mean by that is basically just letting you know that you have the ability to make changes right now. However, sir, if you want to keep your policy itself exactly how it is before open enrollment started-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... the system already did that for you. It's gonna go ahead and process it for this year's offering and keep everything the same.

Speaker speaker_1: Oh, okay. So, I, I didn't really have to do anything?

Speaker speaker_0: Yes, sir. That is correct. I think they just advised you that 'cause you're not the first one to call like that from MAU. I think they just wanted to advise that to, like, let you know you have the option to make changes to it.

Speaker speaker_1: Right.

Speaker speaker_0: And that's-

Speaker speaker_1: Okay. No, I wanted to stay the same.

Speaker speaker_0: All right. Understood.

Speaker speaker_1: All right. Thank you, dear.

Speaker speaker_0: Of course. It was my pleasure. Have a wonderful rest of your day.

Speaker speaker_1: You too.