

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca with Benefits In The Car, looking to speak with Mr. Wayne B. III on behalf of TRC Staffing. Speak again. Yes, sir. We're giving you a call regarding the insurance enrollment form for them that you had filled out yesterday, April 24th. Okay. The form shows that you were selecting to be enrolled into a medical and a dental plan for yourself and spouse, but you didn't provide your spouse's information as a dependent. Oh, correct. How, what can I do to, uh, rectify that? So I can put down her information. Okay. Or were you trying to not enrolled into it? Um, so let me ask you this. Mm-hmm. Um, do I have to enroll as soon as I start or, like, what, what kind of time do I have to make a decision? Or do I need to do it right now? 'Cause I was gonna ask them about that. Gotcha. So you are gonna have a bit of a break in there to do it once you start working- Mm-hmm. ... and you get that very first paycheck. You're gonna have 30 days after that very first paycheck to be able to submit an enrollment. Oh, okay, okay. That's what I was wondering. I really only needed two weeks, so, um- Mm-hmm. ... I start Monday. Monday will be my first day, so I really kinda, um... Behind on a couple of things, so I kinda need to wait 'til I get those situated- Mm-hmm. ... but I just need two weeks, so I'd rather wait until then to actually, you know, complete enrollment. But it'll be the same way I have it set up right now, but I just don't wanna s- enroll for two weeks. Okay, I understand. So I can hold off that enrollment and for now put it down as a declination, which isn't gonna negatively affect you getting coverage later on. Okay, okay. And then... So that you can have our information, I can send you a copy of their benefits guide, along with the names of the plans that you selected. That way you know what type of coverage- I can remember. ... you'll be enrolled into. Man, thank you 'cause I... Yeah. There's no way I would've remembered, so thank you for that. Of course. All right. So I'm gonna send it to the email that I'm seeing here. You ...

Conversation Format

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

Speaker speaker_1: Good afternoon. My name is Francesca with Benefits In The Car, looking to speak with Mr. Wayne B. III on behalf of TRC Staffing.

Speaker speaker_2: Speak again.

Speaker speaker_1: Yes, sir. We're giving you a call regarding the insurance enrollment form for them that you had filled out yesterday, April 24th.

Speaker speaker_2: Okay.

Speaker speaker_1: The form shows that you were selecting to be enrolled into a medical and a dental plan for yourself and spouse, but you didn't provide your spouse's information as a dependent.

Speaker speaker_2: Oh, correct. How, what can I do to, uh, rectify that?

Speaker speaker_1: So I can put down her information.

Speaker speaker_2: Okay.

Speaker speaker_1: Or were you trying to not enrolled into it?

Speaker speaker_2: Um, so let me ask you this.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, do I have to enroll as soon as I start or, like, what, what kind of time do I have to make a decision? Or do I need to do it right now? 'Cause I was gonna ask them about that.

Speaker speaker_1: Gotcha. So you are gonna have a bit of a break in there to do it once you start working-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... and you get that very first paycheck. You're gonna have 30 days after that very first paycheck to be able to submit an enrollment.

Speaker speaker_2: Oh, okay, okay. That's what I was wondering. I really only needed two weeks, so, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I start Monday. Monday will be my first day, so I really kinda, um... Behind on a couple of things, so I kinda need to wait 'til I get those situated-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... but I just need two weeks, so I'd rather wait until then to actually, you know, complete enrollment. But it'll be the same way I have it set up right now, but I just don't wanna s- enroll for two weeks.

Speaker speaker_1: Okay, I understand. So I can hold off that enrollment and for now put it down as a declination, which isn't gonna negatively affect you getting coverage later on.

Speaker speaker_2: Okay, okay.

Speaker speaker_1: And then... So that you can have our information, I can send you a copy of their benefits guide, along with the names of the plans that you selected. That way you know what type of coverage-

Speaker speaker_2: I can remember.

Speaker speaker_1: ... you'll be enrolled into.

Speaker speaker_2: Man, thank you 'cause I... Yeah. There's no way I would've remembered, so thank you for that.

Speaker speaker_1: Of course. All right. So I'm gonna send it to the email that I'm seeing here. You ...